

**PERFORMANCE WORK STATEMENT (PWS)  
Defense Acquisition University (DAU)  
Learning Asset Management and Delivery System Support**

## **1.0 INTRODUCTION**

The Defense Acquisition University (DAU), located at Fort Belvoir (Virginia), coordinates the Department of Defense (DoD) acquisition education and training program to meet the training and performance support requirements of more than 135,000 military and civilian personnel serving in acquisition positions worldwide. Through its dispersed campuses, the DAU sponsors acquisition curriculum and instructor training to provide a full range of basic, intermediate, and advanced courses to support the career goals and professional development of the acquisition workforce. See DAU Website: <http://www.dau.mil/> for greater perspective on DAU. In particular, review DAU's Strategic Plan, Organizational Structure, and Performance Learning Roadmap. DAU's Performance Learning Model (PLM) is the core to which DAU seeks to integrate and operate as a seamless organization providing the acquisition workforce with their lifetime learning and performance support needs. All of these documents play a role in determining DAU's strategic implementation of current and future operations and as well as improvements to the learning management system (LMS).

## **2.0 BACKGROUND**

Information technology (IT) supports DAU in meeting its mission. DAU currently operates a primary learning management system (LMS), AtlasPro, and a secondary LMS, Blackboard. During FY11, DAU intends to implement an additional software system as part of the AtlasPro Product Suite: Assessment Engine (AE). This software system, including the AtlasPro-Blackboard integration code, are considered the AtlasPro Product Suite and together with associated infrastructure and databases are referred to as the LMS environment or simply the LMS for the purposes of this task order (Refer to **TABLE A** and **FIGURE A** at the end of this section for a depiction of the LMS' current technical environment). This procurement is for Learning Management System related support.

The systems are hosted at DAU, Fort Belvoir, VA and other DAU facilities in Lorton, VA with a backup and continuity of operations capability (COOP) facility located in San Diego, CA.

### **2.1 ATLASPRO**

Currently, DAU's primary LMS is AtlasPro. Through AtlasPro, DAU supports:

- approximately 1 million student accounts and adds between 10,000 and 13,000 new accounts per month,
- processes approximately 90,000 course enrollments and 500,000 logons per month, and
- is approaching 5 million exam transactions per month.

AtlasPro is the core DAU LMS that integrates with the Army Training Requirements and Registration System (ATRRS). AtlasPro is a contractor developed, government owned, SCORM 2004 compliant LMS. AtlasPro is used to manage delivery of SCORM distance learning (DL) and continuous learning (CL) courseware as well as manage student single sign-on access to Blackboard.

AtlasPro serves as the backbone to DAU's virtual learning environment and provides a student management system, integrates web-enabled courseware, and supplies infrastructure for administration of all DAU course offerings to support certification, continuous learning, and career management. AtlasPro has modules that encompass and support the student's virtual attendance in DL

and CL courseware as well as access to courses hosted within Blackboard and a current record of all enrollments and completions including classroom events. These modules include, but are not limited to administration services, tracking, courseware distribution, course and faculty scheduling, on-line collaboration tools, modifiable test engine, course evaluation, historical training information and a student registration module. Not all modules are currently used.

DAU plans to upgrade from AtlasPro version 1 to AtlasPro version 2 no later than February, 2012.

## 2.2 BLACKBOARD

The second system, Blackboard, is a commercial off the shelf (COTS) package integrated with AtlasPro and provides support for classroom-based and instructor-facilitated online courses.

DAU provides single sign-on for students and instructors through AtlasPro to Blackboard. Approximately 25 DAU classroom courses currently use Blackboard to deliver learning activities; and it supports between 5,000 and 7,000 concurrent students. DAU plans for all classroom courses to eventually require student participation through Blackboard.

DAU also conducts configuration and file management for classroom artifacts and materials using Blackboard's Content Collection module. It is the repository for official course documentation and provides public accessibility to classroom course materials deemed appropriate by DAU.

DAU's production instance of Blackboard is version 8.0.375.9. DAU plans to upgrade to Blackboard 9.1 no later than December 15, 2011.

## 2.3 ASSESSMENT ENGINE (AE)

The Assessment Engine produces exams to assess mastery of learning objectives. The AE produces exams that are embedded within SCORM conformant courseware so that both content and tests are interoperable and portable across any SCORM compliant LMS. The AE provides configurable delivery of tests to students such as randomization of questions and the number of attempts allowed. The student responses to the test questions delivered via the AE are stored within the LMS for subsequent review by instructors and for reporting and analysis purposes. The AE is developed to meet performance standards needed in a highly transactional environment.

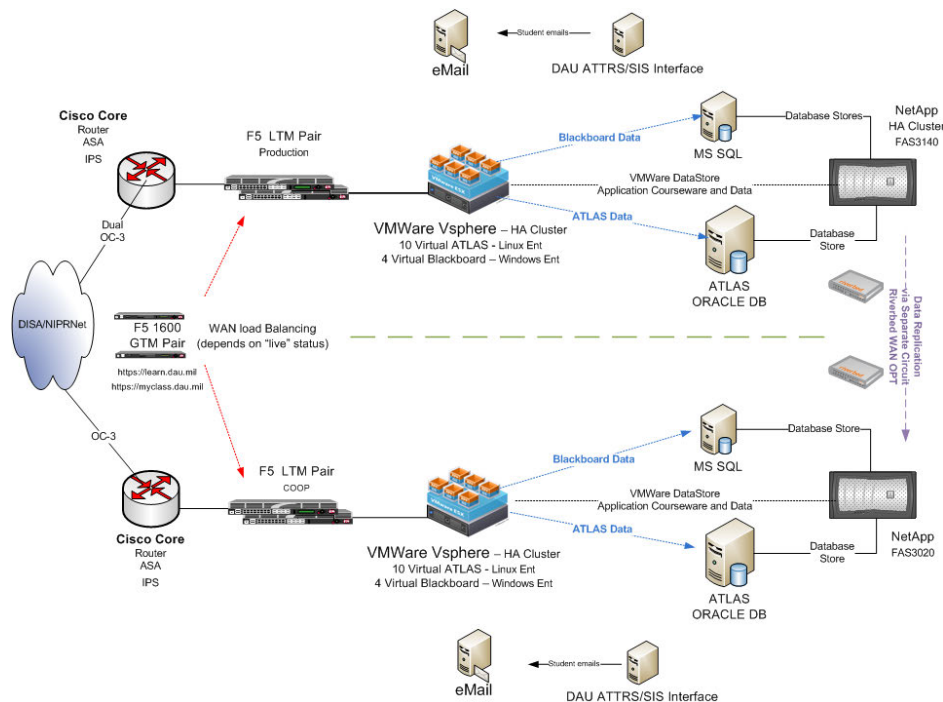
**TABLE A: Current Technical Environment**

Environment	Systems	Usage
Development Environment	Atlas Assessment Engine Blackboard	For contractor functional and integration testing of new releases and capabilities in DAU environment
Test Environment	Atlas Assessment Engine Blackboard	For DAU Government Acceptance Testing of new releases and capabilities
Courseware Validation Environment	Atlas Assessment Engine	Configuration controlled environment baselined as the Production Environment for Courseware Development
Production Environment	Atlas Blackboard	The Production environment for learning asset management and delivery support.
COOP Environment	Atlas Blackboard	Environment for Continuity of Operations

Refer to Figure A for a notional description of the network supporting DAU's learning management system including the Production and COOP infrastructure. DAU plans to transition the Atlas Pro Product Suite from a combination of physical and virtual servers to entirely virtual servers during 2012 as drawn in Figure A. The current versions of key software products are listed below. These versions are subject to changes as part of ongoing maintenance and upgrades conducted by DAU:

- Red Hat Enterprise Linux 5.5
- Java 6
- JBoss 4
- Oracle 10G (Solaris 10 5/09)

**FIGURE A: Current Network Diagram**



### 3.0 SCOPE

DAU requires contractor support in integrating learning technologies to support DAU's mission. The contractor shall provide AtlasPro Product Suite support services, to include application operations, maintenance, development, integration, and configuration management. The scope of these services includes the following areas:

- AtlasPro management, operation, maintenance
- Assessment Engine management, operation, maintenance

- Integration with other DAU systems, to include maintaining all existing integrations between AtlasPro and other systems and implementing new integrations between DAU LMS environment and other systems
- Improvements to hardware and application architecture design
- Implementation of improvements to application architecture design
- Development and/or procurement of hardware and software in direct support of operations
- Documentation of application functions, integrations, and architecture
- Project Management and Reporting; Transition planning and support

DAU is seeking a contractor that is capable of providing innovation in quality improvements to the LMS environment and the AtlasPro Product Suite to deliver learning experiences and execute DAU business processes. The contractor shall conduct configuration management, problem resolution, architectural improvements, and application development. The contractor shall comply with all DAU IT Policies and Procedures.

#### **4.0 APPLICABLE CONSIDERATIONS**

DAU is committed to:

- Promoting reusability, durability, interoperability, maintainability, and portability of e-Learning content.
- Sustaining exceptional customer service for all users.
- Ensuring system integrity and security while accommodating increasing transactional demands.

#### **4.1 e-LEARNING SPECIFICATIONS AND SCORM REQUIREMENTS**

The Sharable Content Object Reference Model (SCORM) is a set of interrelated technical specifications built upon the work of the AICC, IMS and IEEE to create one unified "content model". The AtlasPro Product Suite is a SCORM 2004 certified system. These specifications enable the reuse of Web-based learning content across multiple environments and products.

Unless specifically exempted by DAU, all enhancements or changes to the LMS environment must conform to ADL SCORM specifications at <http://www.adlnet.org/>. DAU E-Learning Technical Specifications are provided for guidance, and the contractor shall ensure that all requirements for proposed enhancements or changes are analyzed per those specifications. For further reference, visit the following web page:

[https://myclass.dau.mil/webapps/cmsmain/webui/xy-1162493\\_4-tid\\_eRs05SsR](https://myclass.dau.mil/webapps/cmsmain/webui/xy-1162493_4-tid_eRs05SsR)

#### **4.2 SYSTEM CHANGES**

DAU continues to evaluate industry products and make assessments of where commercial products meet DAU requirements. As a result, although AtlasPro is DAU's core system, DAU may choose to change direction in the future based on business needs. As technology changes are made to the DAU learning environment, whether commercially acquired or Government developed, the Contractor shall provide for the ongoing operations, integration, maintenance, and modernization of the AtlasPro Product Suite until no longer in use.

System changes shall be managed in accordance with DAU-approved change control processes. Configuration Management (CM) and Quality Assurance (QA) practices shall be employed when making change to approved baselines (Ref. PWS Sections 5.4 & 7.0)

## 5.0 TECHNICAL REQUIREMENTS

The contractor shall operate, maintain, and improve the AtlasPro Product Suite in a manner consistent with DAU published guidance and directives.

- Work activities under Task 5.1 shall be designed to provide support for existing functionality.
- Fixes to existing functionality will be handled under Task 5.2.
- Work activities performed in support of delivering new functionality shall be part of Tasks 5.3 and shall be approved by DAU with a primary goal of continuing to enhance the learning environment offered to AT&L customers.

**Table B: System Availability**

The contractor shall adhere to the system availability metrics stated below.

Scheduled maintenance windows directed by the Government on the forward schedule of change in support of system builds/updates or in coordination with other DAU Network Maintenance activities such as infrastructure upgrades will not be counted in these metrics. Performance degradation or outages attributable to hardware or network connectivity solely and exclusively maintained by the Government will not be counted in these metrics. Performance degradation or outages reasonably beyond the control of the contractor will not be counted in these metrics. As established in PWS Sections 5.1 and 5.2, the contractor is expected to provide support and engineering services to sustain system availability including but not limited to system software, LMS middle-ware applications, supporting COTS tools, and databases. Examples of these applications include but are not limited to Apache, JBOSS, and Oracle.

• During core operating hours (0600-2400 M-F):	<u>99.99</u> percent availability of AtlasPro Product Suite, (computed monthly)
• During system hours of operation:	<u>99</u> percent availability AtlasPro Product Suite, (computed monthly)

### 5.1 LEARNING MANAGEMENT SYSTEMS OPERATIONS SUPPORT

The contractor shall provide operational support for the AtlasPro Product Suite during the period of performance (Note: The scope of this work includes the whole Atlas Product Suite, but excludes Blackboard operations which are handled separately. Under this task order, the Contractor is responsible for maintaining Blackboard integration code as described in PWS Section 5.3). The contractor shall follow applicable standards and guidelines, such as current and applicable DOD security directives, for software development, systems management, and service delivery, and shall implement industry best-practices such as CMMI process controls. The contractor shall provide operational support to include:

- Assisting as needed in loading and testing, integrating, and deploying SCORM courseware (DL courses, CL modules, faculty modules, and rapid deployment training (RDT) assets in AtlasPro. Historically, such assistance is needed approximately twice a month.

- Collaborating and cooperating with other DAU contractors supporting the DAU online environment and the AtlasPro Product Suite. Providing technical analysis and engineering services required for operating course content interfaces, and LMS and system software interfaces and integrations, migrate and archive system data, and extend system capabilities to meet emerging SCORM or other Government requirements.
- Training new DAU staff (instructors, administrators, and support staff) on the full capabilities of the AtlasPro Product Suite.
- Supporting DAU's IT Government team and their contractors in the maintenance of a primary instance at DAU and a secondary instance (COOP) at DAU San Diego Campus, or other approved location.

#### **5.1.1 Courseware Support**

Throughout the period of performance, DAU will continue to develop and maintain courses, continuous learning modules, and other SCORM and/or web-enabled formats. The Contractor shall integrate these assets with the AtlasPro-Blackboard integrated system. Operational support and maintenance of all production, test, validation, and development environments is required to ensure that the systems are functioning properly.

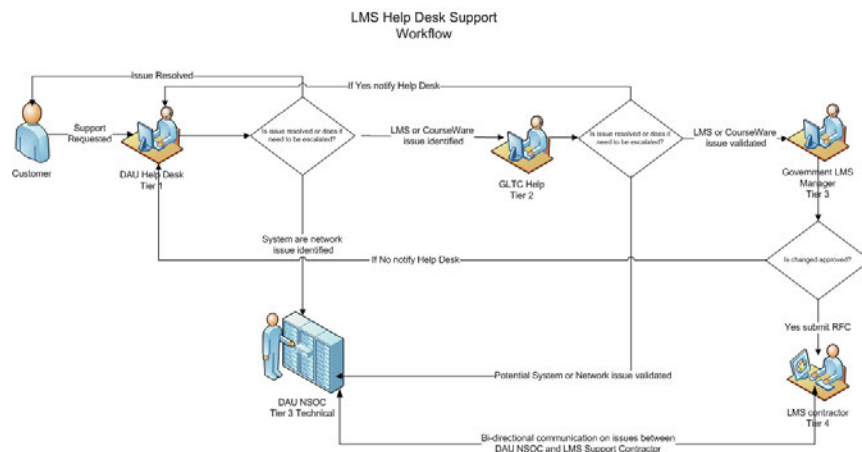
**5.1.1.1 Course Migration.** During the development of a course, courseware developers often need assistance with implementing AtlasPro interfaces and using AtlasPro functions. The contractor shall assist courseware developers, whether Government or contractor personnel, on the interface and interaction with AtlasPro necessary for course set-up, use of the collaboration tools, the test engine, and reports. This task shall include support during the various phases of course development including meetings and test support as directed by DAU. Courseware is developed on various development environments. Once courseware is ready for testing, the contractor shall assist in migrating the courseware data to the testing environment for validation testing. Once the course is ready for deployment, the contractor shall migrate the courseware data to the production environment. As the course is migrated across environments, DAU or its appointed representatives shall conduct testing to ensure courses function properly.

**5.1.1.2 Course Support.** The contractor shall support the DAU with minor course modifications either internal or external to the course. A minor modification is typically a change or correction to the SCORM manifest or SCORM compliance of the course to ensure that all course elements operate successfully within the LMS. These modifications shall be aimed at enhancements and updates to courses while maintaining course configuration through the course developer.

#### **5.1.2 Help Desk Support**

DAU maintains a Help Desk that has primary responsibility within the DAU community to provide support and maintenance to end user operations. The Help Desk consists of a Government and contractor team that provides Tier 1, Tier 2, Tier 3, and Tier 4 problem resolution support. The majority of DAU Help Desk support is provided to students within the AtlasPro system. (See typical escalation process in Figure B - DAU Customer Service Process)

#### **FIGURE B: DAU Customer Service Process**



Help Desk support for DAU personnel, external customers, and students is provided 18x5, Monday thru Friday (excluding Federal Holidays) from 6:00AM to 12:00AM Eastern Time for manned services, through a variety of methods to include: telephone assistance, email, direct customer contact, and on site visits.

#### 5.1.2.1 Contractor Tier 4 Support

The Contractor shall provide Tier 4 technical support to provide proper and timely resolution to system application end user inquiries or system issues within the DAU LMS environment, (AtlasPro, AtlasPro/Blackboard integration, and Assessment Engine). Tier 4 tickets are those items that cannot be resolved by any party other than the AtlasPro Product Suite application developer and are escalated to the Contractor by the Government. Tier 4 level tickets tend to be more complex application and infrastructure inquiries that require specialized engineering, technical, or functional skills to resolve. The Contractor shall operate to resolve issues and assist users with AtlasPro Product Suite applications and/or courseware operations on complex inquiries or critical calls that may have an immediate negative impact on operations.

The Contractor shall respond to tickets that are elevated from DAU based on user feedback, DAU Help Desk, or DAU Program Management Team calls that are associated with the operation of the LMS environment. The Contractor shall maintain a trouble resolution procedure, documented as the Ticket Resolution Procedures Document, to ensure problems are tracked and resolved in a timely fashion. Procedures shall be coordinated with and compatible with the Help Desk. The contractor's Help Desk support shall integrate seamlessly with DAU's Help Desk Customer Service Processes.

- The Ticket Resolution Procedures Document is a required task of the Transition (Section 8.0).

#### 5.1.2.2 Contractor Response Time

The Contractor shall follow an incident response and notification process that extends DAU's Customer Service process, and facilitates the Contractor in prioritizing, managing, and resolving

tickets as quickly as possible, in accordance with DAU mission needs. A template of The Incident Response & Notification Matrix is provided in **Attachment B**.

Based on severity level, resolving a ticket may include developing and implementing either a full resolution within the response period or a work around to the problem in order to restore the user experience to a normal, continuous state of operation near-term followed by a full resolution of the defect/issue within the response period. Resolving a ticket may include generating a defect report and generating a release to correct the defect (see PWS section 5.2.3), identifying a system enhancement, or assisting the user by explaining how the system works. The contractor will be provided access to the DAU Numara Service Management system reports but opening and closing of tickets will be DAU's responsibility.

**5.1.3 Operations Documentation:** The contractor shall document all LMS operational support activities as well as courseware migration tasks and Help Desk support provided during the period of performance. This documentation may be an element of the Monthly Status Report (see PWS Section 6.2), may be captured in the monthly Operational Support Report (see PWS Section 5.2.3), shall be reflected in changes to other relevant documentation, e.g. Data Transfer Documents, as required; shall be reflected in updates to the Inventory Assessment as necessary; and shall be reviewed by the Configuration Audit (See PWS Section 5.4).

## **5.2 SYSTEM MANAGEMENT, MAINTENANCE & DOCUMENTATION SUPPORT**

The contractor shall provide system lifecycle support. This system life cycle support includes sustainment support for fielded baselines, software development, requirements management, build/release management, software management, and systems analysis. The contractor shall provide quality assurance across a product's lifecycle to include unit, integration, regression, and security testing to ensure the delivery of quality products. The contractor shall create and maintain an Inventory Assessment cataloging existing documentation and identifying missing documentation.

- The initial Inventory Assessment shall be performed during the Transition (Section 8.0), with the initial report due 90 days after award.

### **SUBTASK 1 – Provide AtlasPro Management, Maintenance, Testing & Documentation Support**

The contractor shall provide maintenance support to include:

- Maintaining, monitoring, and tuning the LMS hardware and software infrastructure. The LMS infrastructure encompasses the hosting hardware, system software, LMS middle-ware applications, supporting COTS tools, and databases.
- Maintaining the system interfaces for data exchange with other systems, such as, but not limited to, the Army Training Requirements and Resources System (ATRRS), the Dependents Enrollment Eligibility Reporting System (DEERS), Blackboard, Informatica Datamart, and Knowledge Advisors Metrics that Matter end of course survey system, and conducting maintenance on future system interfaces as required.

**5.2.1 Requirements Management.** The contractor shall maintain up-to-date requirements documents on current AtlasPro functionality and catalog all requirements (including likely future enhancements) from the viewpoint of each different user perspective—student, DACM, faculty, etc.



This information shall be used by the contractor's information engineering team to fix and or improve programs during the AtlasPro maintenance and improvement tasks.

**5.2.1.1 Software Engineering.** The contractor shall plan and implement software and system solutions, i.e., fixes, as prioritized by the Government. As appropriate, the contractor shall coordinate interactions with entities interfacing with the supported systems. Software-related tickets opened by DAU's staff may subsequently become Change Requests (CR).

Annually, there are approximately 40 to 60 changes implemented as part of Maintenance releases.

## **5.2.2 Systems/Database Administration**

The Contractor shall perform comprehensive maintenance on AtlasPro and the associated database. Builds and release notes shall occur on a scheduled basis. The Contractor shall incorporate fixes into AtlasPro. It is anticipated that the builds will contain the following ongoing modifications:

- Army Training Requirements and Resources System (ATRRS) interface changes
- Blackboard interface changes
- Fixes based on a DAU prioritized list of open tickets
- Latest software updates and security patches for AtlasPro Product Suite core software. ([https://myclass.dau.mil/webapps/cmsmain/webui/xy-1162493-4-tid\\_eRs05SsR](https://myclass.dau.mil/webapps/cmsmain/webui/xy-1162493-4-tid_eRs05SsR))
- AtlasPro database information engineering and maintenance

The contractor shall monitor application software/system performance and, if required, correct any issues and coordinate any interactions with other external activities. The contractor shall identify issues, make recommendations, plan, and upgrade hardware/software components if required.

The contractor shall monitor and sustain databases and incorporate changes, or updates, to the data models, schemas, and related support software.

The contractor shall apply CM and QA practices and procedures in rollback segments and in versioning control of the application and databases. The Contractor shall ensure supported systems and application components provide acceptable levels of stability, performance, and correctness of execution from a user perspective, software execution and load perspective, network, and hardware perspectives, with the goal of preventing Level 1, 2, 3, and 4 incidents (**See Attachment B**) and ensuring DAU business process and customer services are unimpeded.

## **5.2.3 Software Build/Release Management Support**

The contractor shall provide software release management support, to include developing and updating an on-going Release Management Plan that describes the methodology for the distribution of software to ensure that a new release/build will function as intended when introduced into the existing infrastructure. This Plan shall also document the process for managing the life-cycle of the release from requirements initiation through post-deployment support. Builds may be applied during designated enterprise service windows scheduled by DAU or as scheduled independently by DAU based upon criticality.

- The initial Release Management Plan is a required task of the Transition (Section 8.0).

AtlasPro builds shall consist of changes made with the goal of eliminating system defects, improving performance, and/or enhancing functionality. The scope of releases and builds shall be documented in a monthly Operational Support Report summarizing activities and work performed.

Builds shall be tested by the contractor on the contractor's development environment, migrated to the DAU AtlasPro development environment for testing by DAU, and then upon approval of the changes migrated to additional environments to include pre-production (testing/validation environments) and production environments (primary customer-facing system and COOP) based on DAU direction.

The contractor shall provide for problem identification and solutions from initiation of requirements and throughout the applications lifecycle releases and an integrated release management solution that ensures simplicity in release installation, system use and reduces the overall implementation burden.

Annually, there are approximately 40 to 60 changes implemented as part of Maintenance releases. The changes are the result of requirements defined from user tickets representing either defects/errors escalated by DAU to Tier 4 or from requests for alterations to existing functionality.

#### 5.2.4 Applications Test and Evaluation

The contractor shall perform system unit, integration, regression and acceptance testing for supported applications. The contractor shall identify a testing methodology which encompasses activities starting at integration, through user acceptance testing, and post implementation. The contractor shall use DAU-approved procedures to manage and document test activities. As part of software development activities, the contractor shall provide a Test Plan, including test scenarios and scripts, linked to documented requirements, and a schedule which shall document activities and provide sufficient time for robust testing as well as Government involvement in planning and execution where appropriate.

The number and composition of releases will vary based on the number of approved projects and their complexity. Historically, DAU has supported 4 to 6 builds per year which require full end-to end testing conducted over several iterations.

#### 5.2.5 Documentation

The contractor shall document all maintenance support activities provided during the period of performance. The contractor shall update the appropriate AtlasPro Documentation and provide release notes with each build. This documentation may be an element of the Monthly Status Report (see PWS Section 6.2), shall be reflected in changes to other documentation as required, shall be reflected in updates to the Inventory Assessment as necessary, and shall be reviewed by the Configuration Audit (See PWS Section 5.4). See also Deliverables.

**SUBTASK 2 - Provide ASSESSMENT ENGINE (AE) Management, Maintenance, Testing & Documentation Support (OPTIONAL): *\*\*SHALL NOT COMMENCE ON 12/21/11\*\** No work shall be performed under this section of the PWS unless directed by the Contracting Officer via official modification.** The Government reserves the unilateral right to exercise support under this optional subtask. This option

may be invoked at any time throughout the performance periods of this task order. The contractor shall begin performance within 5 days of award of the task order modification unless another time period is authorized in the modification.

**5.2.6 Requirements Management.** The contractor shall maintain up-to-date requirements documents on current Assessment Engine functionality and catalog all requirements (including likely future enhancements) from the viewpoint of each different user perspective. This information shall be used by the contractor's information engineering team to fix and or improve programs during the Assessment Engine maintenance and improvement tasks.

**5.2.6.1 Software Engineering.** The contractor shall plan and implement software and system solutions, i.e., fixes, as prioritized by the Government. As appropriate, the contractor shall coordinate interactions with entities interfacing with the supported systems. Software-related tickets opened by DAU's staff may subsequently become Change Requests (CR).

Annually, there are approximately 10 to 20 implemented annually as part of Maintenance releases.

#### **5.2.7 Systems/Database Administration**

The Contractor shall perform comprehensive maintenance on Assessment Engine and the associated database. Builds and release notes shall occur on a scheduled basis. The Contractor shall incorporate fixes into Assessment Engine. It is anticipated that the formal builds will contain the following ongoing modifications:

- Fixes based on a DAU prioritized list of open tickets
- Latest software updates and security patches for core software
- Assessment Engine database information engineering and maintenance

The contractor shall monitor application software/system performance and, if required, correct any issues and coordinate any interactions with other external activities. The contractor shall identify issues, make recommendations, plan, and upgrade hardware/software components if required.

The contractor shall monitor and sustain databases and incorporate changes, or updates, to the data models, schemas, and related support software. The contractor shall provide continuous improvement in the integration of the information within the database to facilitate data sharing across application systems.

The contractor shall apply CM and QA practices and procedures in rollback segments and in versioning control of the application and databases. The Contractor shall ensure supported systems and application components provide acceptable levels of stability, performance, and correctness of execution from a user perspective, software execution and load perspective, network, and hardware perspectives, such that Level 1, 2, 3, and 4 incidents are prevented (**See Attachment B**) and DAU business process and customer services are unimpeded.

#### **5.2.8 Software Build/Release Management Support**

The contractor shall provide software release management support, to include developing and updating an on-going Release Management Plan that describes the methodology for the distribution of software to ensure that a new release/build will function as intended when introduced into the

existing infrastructure. This Plan shall also document the process for managing the life-cycle of the release from requirements initiation through post-deployment support. Builds may be applied during designated enterprise service windows scheduled by DAU or as scheduled independently by DAU based upon criticality.

- The initial Release Management Plan is a required task of the Transition (Section 8.0).

Assessment Engine builds shall consist of changes made with the goal of eliminating system defects, improving performance, and/or enhancing functionality. The scope of releases and builds shall be documented in a monthly Operational Support Report summarizing activities and work performed.

Builds shall be tested by the contractor on the contractor's development environment, migrated to the DAU AtlasPro development environment for testing by DAU, and then upon approval of the changes migrated to additional environments to include pre-production (testing/validation environments) and production environments (primary customer-facing system and COOP) based on DAU direction.

The contractor shall provide for problem identification and solutions from initiation of requirements and throughout the applications lifecycle releases and an integrated release management solution that ensures simplicity in release installation, system use and reduces the overall implementation burden.

#### **5.2.9 Applications Test and Evaluation**

The contractor shall perform system unit, integration, regression and acceptance testing for supported applications. The contractor shall identify a testing methodology which encompasses activities starting at integration, through user acceptance testing, and post implementation. The contractor shall use DAU-approved procedures to manage and document test activities. As part of software development activities, the contractor shall provide a Test Plan, including test scenarios and scripts, linked to documented requirements, and a schedule which shall document activities and provide sufficient time for robust testing as well as Government involvement in planning and execution where appropriate.

The number and composition of releases will vary based on the number of approved projects and their complexity. DAU anticipates quarterly builds which require full end-to end testing conducted over several iterations. Additional releases will encompass smaller enhancements or maintenance fixes which will require testing, however they will be completed in a shorter cycle.

**5.2.10 Documentation.** The contractor shall document all operational support (e.g., courseware migration, Help Desk support) provided during the period of performance. The contractor shall update the appropriate Assessment Engine Documentation and provide release notes with each build. This documentation may be an element of the Monthly Status Report (see PWS Section 6.2), shall be reflected in changes to other documentation as required, shall be reflected in updates to the Inventory Assessment as necessary, and shall be reviewed by the Configuration Audit (See PWS Section 5.4). See also Deliverables.

### **SUBTASK 3 – Maintain Atlas LMS Product Suite in Non-Production Environments:**

**5.2.11 Development / Test Lab Management.** In accordance with DAU IT, the contractor shall maintain development, test, courseware validation, and COOP environments including operating systems, databases, and application servers. The contractor shall configure the network versions of operating systems and database software, and establish/enforce database security and auditing procedures.

**5.2.12 COOP Site.** AtlasPro Product Suite Continuity of Operations (COOP) functions are normally handled by the NSOC but may require the contractor's support, periodically, as directed by DAU. These responsibilities include maintaining operating systems, databases, and application servers. The contractor shall configure the network versions of operating systems and database software, and establish/enforce database security and auditing procedures.

The contractor shall maintain the system interfaces for COOP in a mirror image of production for data exchange with other DAU systems, such as, but not limited to, the Army Training Requirements and Resources System (ATRRS), the Dependents Enrollment Eligibility Reporting System (DEERS), Blackboard, Knowledge Advisors Metrics that Matter end of course survey system, and the future Campus Management Student Information System.

The contractor shall support testing of the COOP environment on a periodic basis with at least one full COOP test per calendar year as scheduled by the Government. This effort will include support in failing over the production environment to COOP and then reverting back to production on a schedule determined by the Government while maintaining full data integrity.

### **5.3 SPECIAL PROJECTS AND UPGRADE/INTEGRATION SUPPORT**

**5.3.1 Innovative Concepts.** As part of continuing to improve the AtlasPro Product Suite, the contractor shall support DAU by providing thought leadership and innovative concepts on improving DAU's online learning environment. The contractor shall implement upgrades to the AtlasPro Product Suite applications, databases, and interfaces as directed by DAU. The contractor shall examine course technical types (e.g., Macromedia Flash-based, streaming video-based) and baseline courses by bandwidth and other technical requirements required to deliver the courses. The contractor shall provide input; recommend infrastructure enhancements, and/or policy changes that will enhance course delivery or otherwise improve DAU business services and outcomes. The contractor shall provide hardware or software needed to develop, analyze, test, and/or deliver proposed improvements if required by the Government. Contractor activities in support of innovation may include prototyping or piloting new functionality for an existing system, initiating, continuing, or expanding upon development efforts and programming to fulfill Government requirements.

Such improvements or upgrades may require the contractor to purchase hardware and/or licenses to evaluate a product for suitability for use within the existing technical environments (See PWS Section 10.6 for information on ODC purchases) Recommendations, analyses, and findings from these efforts shall be delivered to the Government in the form of white papers or feasibility reports.

**5.3.1.1 Software Analysis.** The contractor shall analyze potential modification to COTS products and their corresponding application. The contractor shall ensure integration and complete compatibility of all current and future Infrastructure COTS software with the current baseline. The contractor shall obtain, assess, and test patches, fixes, and upgrades of Infrastructure COTS software. COTS software may be provided as GFE or the contractor may be directed to purchase the software on the Government's behalf. The contractor shall assess and test Infrastructure COTS software upgrades. The contractor shall update and/or provide software documentation. The contractor shall develop a strategy and methodology to report and resolve COTS software end-of-life issues to the Government.

**5.3.2 Interfaces.** AtlasPro currently has interfaces or shares data with several DAU and DoD systems (ATRRS, DEERs, Blackboard, Informatica Datamart, Knowledge Advisors Metrics That Matters, and others) and plans to implement an interface with Campus Management's Student Information System in 2012. Currently, the primary systems' interfaces with which the AtlasPro Product Suite exchanges production data in order to sustain DAU business processes are Informatica Datamart and Blackboard.

**5.3.2.1 Systems Interface Maintenance** The contractor shall work with the organizations supporting these systems and shall support, maintain and update interfaces and external data feeds for supported applications. The contractor shall ensure interfaces and data feeds are functioning properly and receiving/sending data as appropriate, with the goal of ensuring that no end-user or system errors occur, all transactions are processed successfully, and normal system performance is sustained. The contractor shall maintain data transfer documents (DTDs) for any interface for which any component of the AtlasPro Product Suite is the source or the recipient of data and shall coordinate with owners of other DTDs as to any changes proposed by either party. The contractor shall update and maintain interface/data feed documentation under CM control.

**5.3.3 Application Baselineing.** The contractor shall be required to perform application baselineing and benchmarking services as part of this task to evaluate the impact of potential new LMS system components on DAU networks and to troubleshoot system performance issues.

**5.3.4 System Design, Evaluation, and Troubleshooting.** As required, the contractor shall provide consultation to Government staff for troubleshooting LMS network related communication problems. In addition, the contractor may be periodically tasked to assist the Government in evaluating the DAU LMS infrastructure to ensure its capability to support the DAU virtual campus environment, and additional interfaces with other DAU systems and initiatives. Examples of these areas are bandwidth requirements for the AtlasPro Product Suite, Web server performance, database performance and design, and LMS e-mail system architecture. Historically, such support is requested approximately once a quarter. The contractor shall be required to assess and work with DAU NSOC personnel to implement changes proposed by the Government to the LMS infrastructure. In addition periodic load tests of the LMS environments will be conducted by the contractor as directed by the Government. Load testing will be conducted utilizing DAU owned and approved testing technologies (Currently HP Loadrunner). Load testing will be conducted from a DAU location on a schedule dictated by the Government and in coordination with the DAU IT department to ensure that any impact on systems other than the LMS is negated.

#### 5.3.5 Functional Enhancements.

The contractor shall assist DAU in documenting and/or developing the requirements, propose alternative solutions, and establish costs. The contractor shall design the approved enhancement, develop, test, and implement the changes in applicable systems and in environments as designated by DAU.

Regular contractor and government reviews shall be planned for each functional enhancement. At the end of the requirements phase, the contractor shall make recommendations to DAU on the best method of implementation. Prior to implementation, the contractor shall provide revised cost and schedule estimates for the task in a Functional Enhancement Proposal. The requirements for future releases shall be determined by DAU before release development. Functionality to be incorporated into future releases shall be approved and directed by DAU.

Potential system upgrades include:

- Integration of any component of the AtlasPro Product Suite with COTS LCMS or repository or learning asset configuration management tool
- Redesign of the client interface
- Interfaces to courses with multiple media, AICC, etc
- Interface with COTS Student Information System

#### 5.3.5.1 AtlasPro2.0

The contractor shall complete and deliver upgrades to the AtlasPro Product Suite including the system modernization upgrade to "AtlasPro2.0." The AtlasPro2.0 component of the AtlasPro Product Suite contains functional enhancements and capabilities including but not limited to:

- Modernized user interfaces: Tab and gadget architecture
- New student, instructor, course management, and system administrator/tech administrator functions and expanded capabilities
- Course versioning
- Blackboard integration
- Datamart Integration

The government expects ATLASPro2 on a designated production environment for deployment to customers on or about March 2012.

**5.3.6 Special Studies and Assessment. *\*\*SHALL NOT COMMENCE ON 12/21/11\*\** No work shall be performed under this section of the PWS unless directed by the Contracting Officer via official modification.** As part of its effort to improve operations, DAU is working to identify the characteristics that define a successful corporate university. To succeed in this effort, DAU shall require the contractor to assist in identifying industry best practices and technology trends that can be utilized within DAU. Once identified, the contractor shall assist DAU staff in developing methods for implementing those best practices having the potential to improve the University.

The types of deliverables that have historically been needed by DAU and that are anticipated under the scope of this section may include, but not limited to: white papers, research reports, studies, market research product evaluations.

#### **5.4 CONFIGURATION MANAGEMENT (CM).**

The contractor shall manage and maintain up-to-date configuration documentation of the AtlasPro Product Suite. The contractor shall provide a CM Plan (CMP) that documents how they plan to maintain TO artifacts under configuration management control in accordance with commercial best practices. The contractor shall sustain configuration control and configuration documentation, as well as report configuration status, in accordance with the terms and requirements of this TO, the Government-approved PMP, the Government-approved CM Plan, and the Government-approved QAP.

- The initial Configuration Management Plan is a required task of the Transition (Section 8.0).

The contractor shall capture system baseline changes, such as changes to hardware, software, database, information exchange, security, and documentation. The contractor shall maintain the baselines and documentation for all system releases. The contractor shall monitor and report the installation status of each new release. The contractor shall capture and record all points in the system life cycle, key analyses, and decisions to provide an accurate description of the system throughout all stages of development. Contractor CM tasks consist of:

- Identification – identification and documentation of all functional and physical characteristics of system components (hardware, software, telecommunications, data elements, etc.)
- Control – evaluation, coordination, approval, and implementation of all approved changes to the characteristics of the system configuration baseline
- Baseline – technical control points that describe the current status of the system
- Status Accounting – recording and reporting of changes as well as the resulting implemented status of the system
- Configuration Audits – formal examination of the configuration records and system documentation to verify that the system is accurately documented and approved changes to the baseline(s) have been incorporated, documented, tested, and traceable to functional requirements; and to include verification of the Inventory Assessment. The Configuration Audit results shall be presented at each In Progress Review (IPR) (See PWS Section 6.3).

The contractor shall support CM requirements such as software and engineering change proposals (SCP/ECPS) in response to security vulnerabilities, architecture changes, policy/regulatory changes, interface changes, and environmental changes.

#### **5.5 INFORMATION ASSURANCE (IA)/DATA SECURITY:**

DAU must ensure that its networks meet DoD security and information assurance requirements as outlined in DoDD 8000.01, DoDD 8500.01E, DoDD 8500.2, and DAU Policies and Directives, as well as site-specific requirements found at individual campus host locations. As such, the contractor shall assist Government staff, as required in developing AtlasPro Product Suite security and information assurance certification and accreditation documentation to ensure DAU continues to maintain network accreditation in accordance with DoD Instruction 8510.01 -- DoD's Information Assurance Certification and Accreditation Process (DIACAP). DIACAP is the process to ensure that risk management is applied on DoD systems to maintain the information assurance posture throughout a systems lifecycle. The contractor shall provide input to the Government in support of required POA&M submissions indicating identified risks to allow the Government appropriate remediation and mitigation of risks through the POA&M process.



Potential tasks related to this requirement include development of risk assessments and performing reviews of scans and vulnerability assessment reports, then subsequently implementing fixes for identified vulnerabilities.

Because of the sensitive nature of much of its data (e.g., student records), DAU must ensure that data are stored in a secure network environment. To ensure that adequate levels of protection are maintained, the contractor may be requested to provide DAU with guidance in protecting its IT resources to ensure the confidentiality, integrity, availability, accountability, restoration, authentication, non-repudiation, and protection of data. The contractor shall work with government staff to identify, evaluate, and recommend potential security solutions to protect DAU data and network communications tied in with the LMS environment. If requested, the contractor shall recommend measures and controls to protect systems from denial of service, unauthorized disclosure, modification of data, or destruction of information systems, system components or the information processed on them. Recommendations shall be delivered in a report format.

Where directed, the contractor shall design and implement security and controls that will ensure appropriate role-based access, operational efficiency and effectiveness, and compliance with DAU policies and/or applicable NIST technical standards. These efforts may include activities to design, build, test, and deliver security and controls for the non-production and production environment.

The contractor shall recommend Information Security requirements in the design, operation, or upgrade of IT systems/subsystems under this TO. When necessary to accommodate changing Information Security requirements and emerging technologies, the contractor shall propose updated or revised architecture designs for Government review and approval. Recommendations shall be delivered in a report format.

Two-factor authentication shall be used for anyone who has access to a significant number of Privacy Act data records from the Internet.

Record and/or field level access controls shall be implemented on all databases.  
Security audit logging shall be implemented for all Privacy Act data accesses.

IT systems developers will only have access to Privacy Act data when required in the performance of their duties and compensating controls are in place, discussed and monitored.

Privacy Impact Assessments (PIAs) must be completed for IT systems that are new, under development, or undergoing major modifications which impact Privacy Act data.

## **5.6 SYSTEM OF RECORD MANAGEMENT**

The contractor/subcontractor is required to design, develop, or operate a System of Records Notice (SOR) on individuals to accomplish an agency function subject to the Privacy Act of 1974, (as amended), Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Privacy Act may involve the imposition of criminal and civil penalties.

The contractor/subcontractor agrees to:

- Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies:

- The Systems of Records (SOR); and
- The design, development, or operation work that the contractor/subcontractor is to perform;

In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a SOR on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a SOR on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a SOR on individuals to accomplish an agency function, the contractor/subcontractor is considered to be an employee of the agency.

- "Operation of a System of Records" means performance of any of the activities associated with maintaining the SOR, including the collection, use, maintenance, and dissemination of records.
- "Record" means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and contains the person's name, or identifying number, symbol, or any other identifying particular assigned to the individual, such as a fingerprint or voiceprint, or a photograph.
- "System of Records" means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

#### **5.7 DITPR REGISTRATION**

The contractor shall assist DAU government staff in registering the AtlasPro Product Suite into the DOD IT Portfolio Repository (DITPR). The DITPR is "the Enterprise Shared Space for IT Portfolio Management data for all DoD business IT systems" (per designation by DoD Deputy CIO on March 17, 2005.)

#### **5.8 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION**

The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including:

- DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M.

Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

##### **5.8.1 IA Security Vulnerabilities, Procedures and Guidelines**

The vendor shall ensure the security of all procured or developed systems and technologies, including their subcomponents (hereinafter referred to as "Systems"), throughout the life of this contract and any extension, warranty, or maintenance periods. This includes, but is not limited to workarounds, patches, hotfixes, upgrades, and any physical components (hereafter referred to as Security Fixes) which may be necessary to fix all security vulnerabilities published or known to the vendor anywhere in the Systems. The vendor shall ensure that Security Fixes shall not negatively impact the Systems.

The vendor shall notify the AtlasPro Product Suite PM and IAO/IAM within **24** hours of the discovery or disclosure of successful exploits of the vulnerability which can compromise the security of the Systems (including the confidentiality or integrity of its data and operations, or the availability of the system). Such issues shall be remediated as quickly as is practical, but in no event longer than 5 days.

The vendor will provide audit trail logs for any suspected inappropriate or unusual activity or at anytime upon request from the government.

When the Security Fixes involve installing third party patches (such as OS patches, Oracle or SQL patches), the vendor will provide written notice to the AtlasPro Product Suite PM and IAO that the patch has been validated as not affecting the Systems within 10 working days. When the vendor is responsible for operations or maintenance of the Systems, they shall apply the Security Fixes within 14 days.

All other vulnerabilities shall be remediated as specified in this paragraph in a timely manner based on risk, but within 60 days of discovery or disclosure. Exceptions to this paragraph (e.g. for the convenience of DAU) shall only be granted with approval of the DAU DAA.

#### **5.8.2 Monitoring the life cycle of the DAU AtlasPro Product Suite systems: Identifying and Resolving Security Issues**

This work includes, but is not limited to, ensuring compliance with the applicable DIACAP security requirements, directives, and regulations and ensuring that the ATLAS application and databases define and maintain appropriate security environments as defined by these security requirements, directives, and regulations. The contractor shall:

- Review applications, systems and networks security relevant documentation specific to the required AtlasPro Product Suite systems certification and accreditation and IA security efforts and prepare technical discussion papers documenting the results of this analysis.
- Research and prepare certification and accreditation technical white papers, develop documentation to include, but not limited to the ATLAS System Security Plan (SSP), system architecture diagrams, privacy impact assessment and identify shortfalls in meeting IA security policies, as necessary leading to a successful Interim Approval to Operate (IATO) and an Approval to Operate (ATO).

- Assist the primary AtlasPro Product Suite IAO and PM with the certification duties and functions associated with this position, as required/directed.
- Assist the AtlasPro Product Suite IAO and PM with the application and database information assurance efforts to include the coordination, execution, and evaluation of required certification/accreditation testing as well as the timely and accurate reporting of the testing results.
- Assist the AtlasPro Product Suite IAO and PM to ensure compliance with applicable IA security requirements, directives, and regulations through the attendance of applicable Technical Interchange Meetings, IA and Interoperability Test events, Working Groups, Conferences and other meetings as directed by the Primary TM and/or Alternate TM.
- Assist AtlasPro Product Suite IAO and PM with the research, development and maintenance of Continuity of Operations (COOP) for the individual ATLAS applications, databases and systems.
- Assist AtlasPro Product Suite IAO and PM with the research and integration of new technologies as it pertains to ATLAS and the adherence to applicable IA security requirements, directives, and regulations.

The contractor shall comply with the appropriate DoD-approved architectures, programs, standards and guidelines, such as the DISA Security Technical Implantation Guides (STIGs).

## **6.0 PROJECT MANAGEMENT AND REPORTING**

The contractor shall provide project management support under this task order (TO). This includes the management and oversight of all activities performed by contractor personnel, including subcontractors. The contractor shall effectively and efficiently manage project cost, schedule and performance using integrated project management processes across all tasks.

### **6.1 PROJECT MANAGEMENT PLAN**

The contractor shall provide an integrated Project Management Plan (PMP) defining the contractor's processes and procedures for managing and directing the effort. The PMP shall explain how they will manage operations, maintenance, configuration management, technical and financial reporting, and progress reviews on this TO. The Project Management Plan shall describe all tasks/subtasks, deliverables, and milestones for the effort. The PMP shall provide for a Work Breakdown Structure (WBS) by which the contractor shall manage all work. The PMP shall include the contractor's Quality Control Plan (QCP).

The contractor shall provide the Government with an initial draft PMP at the Kick-Off Meeting, on which the Government will make comment. The contractor shall incorporate Government comments and provide a revised PMP to the Government no later than 10 business days after receipt of Government comments. The PMP is a "living document" and shall be updated, at a minimum, every six (6) months but no more frequently than once per month. The contractor shall work from the latest Government approved version of the PMP.

- The PMP is a required task of the Transition (Section 8.0).

## 6.2 MONTHLY STATUS REPORT (MSR)

The contractor shall prepare a Monthly Status Report (MSR) using the same period of performance as that covered by the related invoice. The MSR is due by the 15th of each month via email to the DAU CR and GSA COTR. The MSR shall include the Operational Support Report. The MSR shall address the following:

- Overall status of services and capabilities, including activities during the reporting period, by Task, such as: ongoing activities; new activities; completed activities; and progress to date.
- Schedule for new activities, showing major projects, task priorities, milestones, and deliverables; planned and actual start and completion dates for each.
- Existing and potential problem areas, risk assessments, and proposed resolutions
- Proposed recommendations for improvements/enhancements to service, technical capabilities, management procedures, etc.
- Problems and corrective actions taken. Pending issues or concerns and proposed resolutions to address them.
- Reporting of the status of all Tasks, including labor categories for Labor Hour Tasks and personnel gains, losses, and status.
- Financial status of the Task Order, to include:
  - Accumulated invoiced cost for each CLIN up to the previous month
  - Invoiced monthly cost for work performed in support of each Task in this PWS up to previous month, detailing hours expended by labor rate by Task and project as applicable.
  - Projected cost of each CLIN for the current month
  - Project costs of each CLIN for remaining months in current year

All financial information shall map to invoices, including travel and materials and cover the same period as the invoice period.

Adjunct reports such as activity reports and technical logs, shall be supplied as supplements to the Monthly Status Report.

## 6.3 In-Progress Review (IPR)

The contractor shall conduct semi-annual IPRs to review and discuss performance, project status/outcomes, financial status, and configuration management status with DAU. The objectives of these reviews are to track progress and identify and resolve issues.

The contractor shall submit to the COR and the DAU POC an "Action Item Report" 15 days after the meeting has taken place that documents what was agreed to by the Government and contractor and what the contractor is doing to resolve outstanding issues. Recommended changes to the Task Order to improve service or reduce costs that result from IPRs, shall be made in writing and submitted separately to the COR and Contracting Officer. No such proposed changes shall become a part of the Task Order, however, except by written modification of the Task Order by the Contracting Officer.

The IPRs shall also constitute the performance reviews. The contractor shall support and participate in this task order performance evaluation conducted by the Government. The contractor shall present the following at each review:

- The most recent Configuration Audit highlighting any gaps, discrepancies, or corrections.

- Results of Information Assurance and Security actions including reviews/scans/or analyses with recommendations as described in Tasks 5.5, 5.6, 5.7, and 5.8.
- Data collected from continuous evaluation of the various DAU programs being supported by the task order resulting from the Quality Assurance Surveillance Plan, and cost effectiveness, including information on "lessons learned"
- Review of all products and milestones to verify how effective and timely they were
- A report of contractor recommendations to the Government on changes to for improving the overall quality of the DAU LMS system and its ongoing production support.

#### **6.4 BI-WEEKLY COORDINATION MEETINGS**

To ensure that the Contractor incurs hours in a manner consistent with DAU priorities, the Contractor shall review projected burn rates on a bi-weekly basis with the DAU PM, and obtain her concurrence for the same, prior to performance. Should there be a need to vary from the projected burn rate during actual performance, the Contractor shall brief the DAU PM and receive concurrence for such variance.

#### **7.0 PROJECT CONTROLS/QUALITY SURVEILLANCE**

##### **7.1 Quality Assurance (QA)**

The contractor shall ensure total AtlasPro Product Suite system quality and reliability during performance of this task order. The contractor shall provide quality assurance throughout the Task Order performance through systematic monitoring and evaluation methods to track quality indicators and capture quality outcomes. The contractor shall ensure the services, products, and solutions it provides are of high quality, with the intent of being without defect (as defined below), meet Government requirements, and are integrated and fully tested to include hardware, software, security, operating systems, and networks as appropriate. The Government expects high quality deliverables to contain all specified elements and components; to function as intended and in compliance with the initiating requirements/specifications without necessitating work-arounds, alterations in business processes, or other stop-gap mechanisms; to introduce no Information Assurance risks beyond any that were agreed upon at the time of requirements definition, and to be delivered on time.

A defect is a flaw in a deliverable such that it is missing a specified element or component; is not in compliance with the assigned requirements/specifications; it necessitates 'work-arounds' that alter defined business processes, alterations in business processes, or stop-gap actions in order for normal business operations to proceed; it creates unplanned Information Assurance vulnerabilities or risks.

The contractor shall provide a Quality Assurance Plan (QAP) that documents how they plan to ensure the technology services, products, and solutions provided are integrated and meet commercial best practices. At a minimum, the QAP shall adhere to commonly accepted commercial standards and best practices for quality assurance, DAU policy, and other guidelines subject to Government approval. The QAP shall also describe the contractors approach to cost and schedule management of all taskings for this Task Order. The contractor shall update their QAP on a semi-annual basis to account for any performance issues that arise under the Task Order.

- The QAP is a required task of the Transition (Section 8.0).

## 7.2 Government Inspection & Quality Assurance (QA) Activities

Inspection and quality assurance activities will be conducted by the Government on all deliverables provided by the contractor under this task order. Inspection and quality assurance activities may include participation by personnel as specified in the QASP of this order.

## 7.3 Quality Assurance Surveillance Plan (QASP)

A Quality Assurance Surveillance Plan (QASP) will be required to refine the Government's expectations and to detail how the performance requirements (products or services) will be monitored and evaluated. The contractor shall submit comments on the Government's QASP within 30 days of the start of the task order. The Government will provide comments to the contractor. The contractor shall revise the QAP based on the QASP and the final QAP shall be concurred in writing by the GSA COR and DAU Project Manager. A copy of concurrence (which may be provided via email) shall be provided to the Contracting Officer.

## 7.4 Problem Notification

The contractor shall submit a Problem Notification Report (PNR) to the DAU PM, GSA COTR, and GSA CO within 24 hours of the contractor encountering a problem or risk event that significantly impacts the cost, schedule, or performance of the Task Order (or any deliverable or project under the Task order). See below for a PNR template. All PNRs must be tracked in the monthly status report (MSR) and through in-progress reviews (IPRs) until the Government agrees they are resolved.

### Problem Notification Report (PNR)

1. Nature and sources of problem:
2. COR was verbally notified on: (date) \_\_\_\_\_
3. Is action required by the Government? Yes \_\_\_\_\_ No \_\_\_\_\_
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes \_\_\_\_\_ No \_\_\_\_\_
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes \_\_\_\_\_ No \_\_\_\_\_
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Is increased cost to the Government anticipated? Yes \_\_\_\_\_ No \_\_\_\_\_
11. Is increased risk to Government users or customers anticipated? Yes \_\_\_\_\_ No \_\_\_\_\_
12. Did an information assurance violation or system security breach occur? Yes \_\_\_\_\_ No \_\_\_\_\_

## 8.0 TRANSITION PLAN

The contractor shall support transition activities. The transition shall ensure support continues without disruption to Government stakeholders or operations. The contractor shall ensure that there will be no service degradation during and after transition.

Transition activities shall include, but not be limited to: updating, validating, and transferring all technical data, databases, source code, data dictionaries, documentation, Government Furnished Information (GFI) and Government Furnished Equipment (GFE), access codes and passwords, etc., needed for the performance on this Task Order from the outgoing contractor to the incoming contractor prior to expiration of the current Task Order. During the transition period, the incumbent contractor shall remain responsible for all system sustainment activities until officially relieved by the Government and the new contractor assumes full responsibility.

#### **8.1 KICK-OFF MEETING**

The contractor shall schedule and coordinate a Task Order Kick-Off Meeting at a location approved by the Government (Washington, DC metropolitan area). The meeting shall provide the opportunity to discuss technical, TO management, security issues, invoicing and travel authorization and reporting procedures. At a minimum, attendees shall include key contractor personnel, representatives from DAU and GSA. The contractor shall provide the following at the Project Kick-Off Meeting:

- Transition Plan and Transition Plan Overview briefing
- Initial Project Management Plan (PMP) with Quality Control Plan

#### **8.2 TRANSITION-IN SUPPORT**

The contractor shall implement a transition in methodology contained in their Government-approved Transition-In Plan to ensure that contractor personnel, including subcontractors, provide a seamless, risk mitigated, and effective transition to operating and maintaining supported systems without disruption to stakeholders. The contractor's transition shall enable the contractor's staff to define, implement, and receive Government concurrence of any new or changed management processes and to assume responsibility for system sustainment.

All transition-in activities shall be completed within 120 calendar days of Task Order award in accordance with the timeframes established in Table 9.0. Within 7 days after issuance of Modification 04, the Contractor shall verify that all deliverables/activities that have been submitted to date are in accordance with the requirements of the revised PWS (PWS R3114472FL.R2). The Government shall inspect the revised deliverables in accordance with Section 9.2. All Transition-In deliverables shall be finalized and accepted in accordance with Section 9.2.

During the transition period, the Government will provide the contractor with necessary GFI /GFE.

The contractor-developed Transition Plan shall provide for, at a minimum, the following:

- An overview of the transition effort
- A schedule with milestones and tasks
- Description of activities to transition
- Transition of Government Furnished Equipment (GFE)/Government Furnished Information (GFI)
- Transition knowledge and information from key contractor personnel
- Transition knowledge and information about risks or problem areas
- Ticket Resolution Procedures Document (Section 5.1.2.1)
- Incident Response & Notification Matrix (Section 5.1.2.2)
- Initial Release Management Plans for Atlas and AE (Sections 5.2.3 & 5.2.8)
- Inventory Assessment (Section 5.2)
- Configuration Management Plan (Section 5.4)



- Project Management Plan (Section 6.1)
- Initial Quality Assurance Plan (Section 7.1)

Note: Final payment for the Transition-in period shall not occur until all deliverables included in the Contractor-developed Transition Plan are finalized.

### ~~8.2 TRANSITION OUT SUPPORT~~

~~The contractor shall support the Government during transitioning out of this TO. The contractor shall prepare a Transition Out Plan that details all transition out activities, to include both contractor and Government personnel roles, to ensure that there is a seamless transition to an incoming contractor/ Government personnel at the expiration of this Task Order. The contractor shall provide a Transition Out Plan no later than (NLT) 120 calendar days prior to expiration of the Task. The contractor's Transition Out Plan shall identify how the contractor shall coordinate with the incoming contractor and Government personnel to transfer knowledge regarding the following:~~

- ~~• Project management processes~~
- ~~• Points of contact~~
- ~~• Location of technical and project management documentation~~
- ~~• Status of ongoing technical initiatives~~
- ~~• Appropriate contractor to contractor coordination to ensure a seamless transition.~~
- ~~• Transition of key personnel~~
- ~~• Transfer of any GFI/GFE~~
- ~~• Identify schedules and milestones~~
- ~~• Identify actions required of the Government.~~

~~The contractor shall establish and maintain effective communication with the incoming contractor/ Government personnel during the transition out period via weekly status meetings or other Government approved transition communication methods.~~

Commented [SC1]: Transition-out Support removed to accommodate a sole source follow-on bridge order

## 9.0 DELIVERABLES

DELIVERABLES BY TASK REFERENCE		
Task 5.1 LMS Operations Support	Section Reference(s)	Completion Date (Calendar Days)
Ticket Resolution Procedures Document	5.1 2.1	15 days post-award
Incident Response Matrix Documents	5.1 2.2	15 days post-award
Defect Report	5.1 2.2	As required
Operations Documentation	5.1.3	As required
Task 5.2 System Management, Maintenance, & Documentation		
Inventory Assessment	5.2	90 days post-award, thereafter every 6 months
Requirements Documentation	5.2.1, 5.2.11	As required by configuration management plan or project plan
Build Release Notes	5.2.3, 5.2.8	Within 5 days of DAU's acceptance of build
*Release Management Plan	5.2.3, 5.2.8	30 days post-award; every 6 months thereafter

Operational Support Report	5 2 3, 5.2 8	Monthly
Test Plan	5 2.4, 5.2 9	As required by Release Management Plan or project plan
Operational Support Documentation	5.2.5, 5 2.10	As required per project plan
COOP Test Results Notes & Findings	5.2.12	Annually
<b>Task 5.3 Special Projects &amp; Upgrade/Integration Support</b>		
Innovation White Papers/Feasibility Studies	5.3.1	As required per project plan
Software Analysis Findings Documentation	5 3.1.1	As required per project plan
Data Transfer Documentation	5 3 2.1	As required per project plan
Interface Documentation	5 3 2.1	As required per project plan
Functional Enhancement Proposal	5.3.5	As required per project plan
Special Studies White Papers/Research Reports	5.3.6	As required per project plan
<b>Task 5.4 Configuration Management</b>		
*Configuration Management Plan	5.4	90 days post-award; every 6 months thereafter
Configuration Audit	5.4	In accordance with IPR schedule (semi-annually)
<b>Task 5.5 IA/Data Security</b>		
POA&M Input	5 5	As required by Government
Information Security Requirement Documentation	5 5	As required per project plan
Architecture Designs	5 5	As required per project plan
Privacy Impact Assessments	5 5	As required per project plan
<b>Task 5.6 System of Record Management</b>		
System of Records Notice	5.6	15 days post-award, thereafter as required by task, event, or Government request
<b>Task 5.8 IA Contractor Training &amp; Certification</b>		
Personnel Information Assurance Certification	5 8	15 days post-award, thereafter as required by task, event, or Government request
Audit Logs	5.8.1	As required by Government
3rd Party Patch Validation Notice	5.8.1	As required by event
Security Analysis Technical White Papers	5.8.2	As required by project plan
System Security Plan	5.8.2	Within 180 days of award, thereafter as required by project plan or Government
Certification/Accreditation White Papers	5.8.2	As required by project plan
System Architecture Diagrams	5.8.2	Within 180 days of award, thereafter as required by project plan or Government

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Privacy Impact Assessment Documentation	5.8.2	Within 180 days of award, thereafter as required by project plan or Government
<b>Task 6.0 Project Management &amp; Reporting</b>		
Project Management Plan Initial	6.1	TO Award Kick-off Meeting
*Project Management Plan Final	6.1	10 days after Government comments; thereafter every 6 months
Transition-In Plan	8.1, 8.2	TO Award Kick-off Meeting
Transition Plan Overview Brief	8.1	TO Award Kick-off Meeting
Monthly Status Report Document	6.2	Monthly (15th of each month)
In Progress Review (IPR)	6.3	Semi-annually
<b>Task 7.0 Project Controls/Quality Surveillance</b>		
Quality Assurance Plan Initial	7.1	30 days post-award
*Quality Assurance Plan Final	7.1, 7.3	15 days after Government comments; there-after every 6 months
QASP Comments	7.3	30 days post-award
Problem Notification Report	7.4	Within 24 hours of causal event
<b>Task 8.0 Transition Plan</b>		
Transition-In Plan	8.1, 6.2	TO Award Kick-off Meeting
<del>Task 8.0 Out Plan</del>	<del>8.2</del>	<del>120 days post-TO exp date</del>
<b>Other Task Order Support Deliverables</b>		
Individual Task Assignment Project Plans		10 days after receipt of written task assignment
Milestone: In Progress Reviews (IPRs)		Per QASP
IPR Action Item Report		15 days post-IPR
Atlas Pro Product Suite Software Code & Installation Documentation		Annually
Deliverables per task order project plan or individual task assignment project plan		As required by project plan

**\*Note: Deliverables denoted by an asterisk in the table above are to be submitted as attachments via the same email on the same date every 6 months.**

### 9.1 Delivery Instructions

The Contractor shall submit deliverables to DAU as electronic files in common business formats or as directed by DAU. The Contractor shall obtain approval for the format to be used for each deliverable from DAU.

In general, it is expected that electronic formats will include: MS Microsoft Office products, such as Word, Excel, PowerPoint, Project, Access, or MS Visio. Electronic transmission will be the primary means of delivery; however, when requested by DAU hard copies shall be provided in quantities specified by DAU.

- File Editing - All deliverables (including text and diagrams) shall be submitted in a form that is editable by DAU, unless this requirement is waived by the DAU.
- Media/Format - Interim work products and deliverables shall be submitted in a media and format mutually agreed upon and approved by the DAU.

- Accuracy - Deliverables shall be accurate in presentation, technical content, and adhere to accepted elements of style.
- Clarity - Deliverables shall be clear in presentation and content. All diagrams shall be relevant to the supporting narrative, and shall be easy to read and understand.

The contractor shall deliver software releases per the Government approved Release Management Plan. The delivery of software will be done in two phases. In the first phase of delivery of software releases the contractor shall install, configure and validate the software release to the Government designated testing environment. The contractor shall also conduct all other actions and deliver all supporting documentation as required per the Release Management Plan. In the second phase of delivery, the contractor shall install, configure and deploy the software release to the Production environments.

## 9.2 Acceptance of Deliverables

The Client Representative (CR) will have ten (10) workdays to review draft document deliverables and make comments. The Contractor shall have five (5) workdays to make corrections. Upon receipt of the final deliverables, the CR will have five (5) workdays for final review prior to acceptance or providing documented reasons for non-acceptance. Should the Government fail to complete the review within the above described review period the deliverable will become acceptable by default.

Acceptance of software releases by the CR shall be per the Release Management Plan. Government may conduct acceptance testing of software releases installed and configured to the testing environment by the contractor. Final acceptance of software releases will be based on review of documents delivered, outcomes of acceptance testing and proper functioning of the software release in Production environments, for a period of 5 workdays from the date of deployment of the software release to Production, per baseline established according to the Release Management Plan.

The CR will have the right to reject or require correction of any deficiencies found in the deliverables that are contrary to the information contained in the Contractor's accepted proposal. In the event of a rejected deliverable, the Contractor will be notified in writing by the CR of the specific reasons for rejection. The Contractor shall have five (5) workdays to correct the rejected deliverable and return it per delivery instructions unless otherwise established with Government concurrence for a specified deliverable.

## 9.3 Performance Requirements Summary

In order to achieve the incentives offered in the table below, the offeror shall complete the work as defined within the originally proposed and accepted level of effort. Achieving higher quality through additional level of effort that exceeds the established financial estimate, with which the Government concurs on a monthly basis, by more than one percent (1%), shall not constitute achievement of the incentive.

**Note:** While the table states that incentives may consist of positive past performance evaluations, it should be understood that failure to meet the performance metrics below will result in negative past performance evaluations.

Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations will contain detailed narratives explaining reasons for positive and negative assessments.

Requirement	Standards— Criteria for Acceptance	Acceptable Quality Level	Method of Surveillance	Incentive & Disincentive
<b>5.0 Technical Requirements</b>	Availability as defined in Table B	99% System Availability	<ul style="list-style-type: none"> <li>Monitoring</li> <li>Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.1 LMS Operations Support</b>	<i>See Subtask Specifications</i>			
5.1.1 Courseware Support	Course operates within specification for designated SCORM release, Atlas courseware player, and Atlas exam engine.	Timely and accurate implementation of course on Atlas in accordance with guiding project schedule	<ul style="list-style-type: none"> <li>Inspection</li> <li>Reports</li> </ul>	Positive/Negative Past Performance Evaluation
5.1.2 Help Desk Support	A goal of zero defect resolution of tickets within the allotted timeframe (Reference Table C & Attachment B) & in accordance with Government-approved Ticket Resolution Procedures	95% Resolution within allotted timeframe	<ul style="list-style-type: none"> <li>Inspection</li> <li>Reports</li> <li>System Monitoring</li> </ul>	Positive/Negative Past Performance Evaluation
5.1.3 Operations Documentation	Documentation clearly contains traceability from initiating requirement to operational action(s)	Documentation complete with relevant details & accurate	Inspection	Positive/Negative Past Performance Evaluation
<b>5.2 System Management, Maintenance, &amp; Documentation</b>	<i>See Subtask Specifications</i>			
5.2.1 Requirement Management & Software Engineering	Changes deployed to production environment fulfill initiating	Code releases. Escaped Defects will not exceed the threshold	<ul style="list-style-type: none"> <li>Inspection</li> <li>Reports</li> <li>System Monitoring</li> </ul>	Positive/Negative Past Performance Evaluation

	requirements and specifications	predicted for each individual release in accordance with the proposed Quality Assurance metrics (see PWS Section 7.1)		
5.2.2 System/Database Admin	Changes deployed to production environment fulfill initiating requirements and specifications	Database changes are deployed with the goal of being defect free. (see PWS Section 7.1)	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> <li>• System Monitoring</li> </ul>	Positive/Negative Past Performance Evaluation
5.2.3 Build/Release Management Support	Release Management Plan contains relevant details (problem identification, requirements, selected resolution, and overall traceability of requirements to execution)	Release Management Plan received timely and complete (with the goal of being defect free)	<ul style="list-style-type: none"> <li>• Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
5.2.4 Test and Evaluation	Test Plan contains necessary components (scenarios, scripts, requirement linkage, schedule)	Test Plan received timely and complete (with the goal of being defect free)	<ul style="list-style-type: none"> <li>• Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
5.2.5 Documentation	AtlasPro documentation and release notes contain necessary components	Documentation received timely and complete (with the goal of being defect free)	<ul style="list-style-type: none"> <li>• Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
5.2.11 Dev/Test Lab Management	Non-production environments maintained in compliance with DAU requirements/specifications	Changes/configuration updates timely and any escaped Defects will not exceed the threshold	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation

		predicted for each individual release in accordance with the proposed Quality Assurance metrics		
5.1.12 COOP	COOP environment maintained in compliance with DAU requirements/specifications	COOP full test of roll-over capability performed on schedule	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.3 Special Projects and Upgrades/Integrations</b>	<i>See Subtask Specifications</i>			
5.3.1 Innovative Concepts	AtlasPro LMS Product Suite components improve DAU's mission capability as defined at project initiation	Timely completion of services	<ul style="list-style-type: none"> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
5.3.2 Interfaces	System interfaces functioning without error or defect	DTDs received timely and complete (with the goal of being defect free)	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
5.3.3 Application Baselineing	Impact of potential LMS components identified	Timely completion of services	<ul style="list-style-type: none"> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
5.3.4 Design, Evaluation, & Troubleshooting	LMS infrastructure performance satisfactory	Timely completion of services	<ul style="list-style-type: none"> <li>• Reports</li> <li>• Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
5.3.5 Functional Enhancements	Functional Enhancements, deployed to Production, perform as required/specified	Functional Enhancements timely and escaped Defects will not exceed the threshold predicted for each individual release in accordance with the proposed	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation

		Quality Assurance metrics		
5.3.6 Special Studies and Assessment	Best Practices presented to DAU with substantiating business data	Timely completion of services	<ul style="list-style-type: none"> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.4 Configuration Management</b>	Atlas Pro LMS Product Suite configuration management baseline documentation and production system implementation in sync; requirements, specifications, and changes traceable to operational status	Configuration Management Plan complete with the goal of being defect free.	<ul style="list-style-type: none"> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.5 Information Assurance/Data Security</b>	Data are secure; no incidents as defined in Section 5.5	100% compliance with data security requirements/ DAU-approved POA&M	<ul style="list-style-type: none"> <li>• Scans</li> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.6 System of Record Management</b>	Compliance with Privacy Act and criteria established in Section 5.6	Timeliness	<ul style="list-style-type: none"> <li>• Report</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.7 DITPR Registration</b>	Completion of registration process	Timeliness	<ul style="list-style-type: none"> <li>• Report</li> </ul>	Positive/Negative Past Performance Evaluation
<b>5.8 IA Contractor Training &amp; Certification</b>	<i>See Subtask Specifications</i>			
5.8.1 IA Vulnerabilities, Procedures & Guidelines	System security complies with criteria as established in PWS and in accordance with DoD directives and DAU security policies.	100% compliance with system security requirements with the goal of no operational error or defect; timeliness	<ul style="list-style-type: none"> <li>• Scans</li> <li>• Inspection</li> <li>• Reports</li> </ul>	Positive/Negative Past Performance Evaluation



5.8.2 Identify and Resolve Security Issues	System security complies with criteria as established in PWS and in accordance with DoD directives and DAU security policies.	Security documentation complete and accurate with the goal of no error or defect; timeliness	<ul style="list-style-type: none"> <li>Scans</li> <li>Inspection</li> <li>Reports</li> </ul>	Positive/Negative Past Performance Evaluation
<b>6.0 PM &amp; Reporting</b>	<i>See Subtask Specifications</i>			
6.1 PM Plan	PMP contains all required elements	Timeliness	<ul style="list-style-type: none"> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
6.2 MSR	MSR contains all required elements	Timeliness	<ul style="list-style-type: none"> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
6.3 IPRs	IPR contains all required elements	Timeliness	<ul style="list-style-type: none"> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
<b>7.0 Project Controls/Quality Surveillance</b>	<i>See Subtask Specifications – think about rolling this up to one</i>			
7.1 QA	A goal of zero defect deliverables	System operations in accordance with performance and security criteria; documentation complete and timely	<ul style="list-style-type: none"> <li>Report</li> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
7.3 QASP	Comprehensive quality monitoring and evaluation process covering all PWS tasks detailed.	Timeliness	<ul style="list-style-type: none"> <li>Report</li> </ul>	Positive/Negative Past Performance Evaluation
7.4 Problem Notification		Timeliness & Accuracy	<ul style="list-style-type: none"> <li>Report</li> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
<b>8.0 Transition Plan</b>	<i>See Subtask Specifications</i>			
8.1 Kick-off	Deliverables complete and with a goal of zero defects	Timeliness	<ul style="list-style-type: none"> <li>Report</li> </ul>	Positive/Negative Past Performance Evaluation
8.2 Transition-In	Deliverables complete and with a goal of zero defects	Timeliness	<ul style="list-style-type: none"> <li>Report</li> <li>Inspection</li> </ul>	Positive/Negative Past Performance Evaluation
<del>8.3 Transition-Out</del>	<del>Deliverables complete and with</del>	<del>Timeliness</del>	<ul style="list-style-type: none"> <li><del>Report</del></li> <li><del>Inspection</del></li> </ul>	

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	a goal of zero defects			<del>Positive/Negative Past Performance Evaluation</del>
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\*Where the word "defect" appears within this chart, see definition provided in Section 7.1

#### 10.0 ADMINISTRATIVE CONSIDERATIONS

This Performance Work Statement shall be accomplished under the auspices of the General Services Administration (GSA) Federal Acquisition Service, Mid-Atlantic Region.

#### 10.1 Government Points of Contact (POCs)

**DAU Client Representative:**

To be designated at time of award.

**GSA Contracting Officer/~~Contracting Specialist:~~**

~~Susan Cameron~~Nancy Ballay, Contracting Officer

~~GSA/FAS (Mid-Atlantic Region)~~

~~The DOW Building~~

~~100 S INDEPENDENCE MALL W~~

~~Philadelphia, PA 19106~~

~~Phone: 215-446-5859~~

~~Email: susan.cameron@gsa.gov~~

~~20 North 8th Street, 10th Floor, Philadelphia PA 19107~~

~~Phone: 215-446-5826~~

~~Email: nancy.ballay@gsa.gov~~

**~~GSA Contracts Specialist:~~**

~~Susan Cameron, Contracts Specialist~~

~~Phone: 215-446-5859~~

~~Email: susan.cameron@gsa.gov~~

**GSA Contracting Officer's Technical Representative (COTR):**

Carol Carpenter, Information Technology Specialist

Phone: (b) (6)

Email: carol.carpenter@gsa.gov

#### 10.2 PERFORMANCE PERIOD

The period of performance for this task order is for a 12-month base period, to begin September 22, 2011 or date of award, through September ~~24~~26 2012, plus four (4) subsequent 12-month option years to be exercised as a unilateral right of the Government. The first 3 months of the base period will be used for transition of services from the incumbent contract. Option Periods are anticipated as follows, depending upon date of award:

Option Period 1:	<del>22</del> <u>26</u> September 2012 through <del>24</del> <u>25</u> September 2013
Option Period 2:	<del>22</del> <u>26</u> September 2013 through <del>24</del> <u>25</u> September 2014
Option Period 3:	<del>22</del> <u>26</u> September 2014 through <del>24</del> <u>25</u> September 2015
Option Period 4:	<del>22</del> <u>26</u> September 2015 through <del>24</del> <u>25</u> September 2016

The Government may extend the term of this task order by written notice to the Contractor within 15 days of the expiration of the task order provided, that the Government shall give the Contractor a preliminary notice of its intent to extend at least 30 days before the task order expires. The preliminary notice does not commit the Government to an extension. If the Government exercises an option period, the extended task order shall be considered to include this option provision.

### **10.3 PLACE OF PERFORMANCE**

The primary place of performance is the contractor's facility, but may include DAU's Washington-metro area locations (currently Fort Belvoir, VA and Lorton, VA) and on rare occasions at DAU's Backup/Continuity of Operations (COOP) center in San Diego, CA.

### **10.4 WORK HOURS**

The contractor shall perform the majority of the work on regular Government workdays, between the hours of 6:30 AM and 5:30 PM. The Government will have occasional need for services to be performed outside of these principle work hours. This after hours work will normally consist of system builds, hardware or software replacement upgrades. All after hour activities will be coordinated with DAU.

### **10.5 TRAVEL**

DAU may require the contractor to travel to other DAU locations and or government/contract facilities in support of operations, maintenance, improvements, and/or customer relations. The most likely cause for travel would be to assist DAU IT personnel at the COOP location.

**The Not-to-Exceed dollar value established for Travel is \$1,000 for the Base and each option period.**

All travel shall be coordinated and be approved in writing by the DAU Client Representative. The contractor shall make every effort to travel as efficiently as possible. Air travel shall be accomplished on regularly scheduled commercial flights using the most economical manner consistent with the successful accomplishment of the work. Reimbursement of lodging and incidental expenses shall be limited to the government per diem rates as stated in the FTR, JTR and FAR Part 31.205-36 (Travel Costs). Travel costs shall be reimbursed to the contractor only to the extent that it is necessary and authorized for performance of the services under this task order. Reimbursement for the costs of subsistence and lodging shall be considered to be reasonable and allowable daily charges as compared to the maximum rates set forth in the following:

- a. Federal Travel Regulations prescribed by the General Services Administration for travel in the contiguous 48 United States;
- b. Joint Travel Regulations Volume 2, DOD Civilian Personnel, Appendix A, prescribed by the Department of Defense for travel in Alaska, Hawaii, The Commonwealth of Puerto Rico, and the territories and possessions of the United States;
- c. Standardized Regulations, (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances in Foreign Areas" prescribed by the Department of State, for travel in areas not covered in (a) and (b) above.

Once travel is completed, a travel report confirming costs and travel shall be filed with the monthly status report and referenced when invoiced.

### **10.6 NON-TRAVEL OTHER DIRECT COSTS (ODCs)**

The Government may require the Contractor to purchase tools, equipment, hardware, software, or other materials, licenses, maintenance, or warranties, that are an ancillary and necessary part of the IT Service solution under this Task Order. Such Non-travel ODCs shall be integral and necessary to the overall Task Order performance. General-purpose items required for the conduct of the Contractor's normal business operations will not be considered allowable ODCs in the performance of work under this Task Order. Ancillary support may be provided, i.a.w. Section C.3.4 of the Alliant Contract, if necessary to offer an integrated IT solution. Ancillary support may only be included when it is integral to and necessary for the IT effort.

Currently, the Government anticipates requiring software licenses for the Base and each Option Period.

Requirements may be identified during performance by the Government or the Contractor. All Non-travel ODC purchase requests must be routed through the DAU POC for approval by the **prior** to incurring costs.

**The Not-to-Exceed dollar value established for Non-Travel ODCs is \$250,000.00 for the Base and each option period.**

Federal contracting laws and regulations apply to all Contractor open market purchases under this TO. Prices must be determined fair and reasonable from competitive sources and are subject to Government audit. The Contractor shall maintain records documenting competitive sourcing, in strict compliance with the competition requirements set forth in the Federal Acquisition Regulation (FAR), for all ODC purchases. The Contractor shall provide copies of all such documentation upon request from the Government to verify that the Contractor complied with the competition requirements set forth in the FAR. The Contractor shall only be allowed to apply indirect rates to ODC costs after award if such application is consistent with their successful price proposal and DCAA recommendations. No profit or fee will be allowed on ODCs.

All ODCs purchased under this task order shall become the property of the Federal Government. If the Contractor acquires hardware/software maintenance support, all licenses and/or contractual rights to receive title shall be turned over to the Government upon completion of the task order. The Government's liability to reimburse the Contractor for costs incurred from the acquisition of hardware/software maintenance support shall be limited to costs incurred during the period of the order.

#### **10.7 FACILITY ACCESS**

The Government will provide facility access to contractor personnel. The contractor shall comply with all DAU and Fort Belvoir regulations regarding obtaining, using, and returning all identification and physical access badges.

#### **10.8 GOVERNMENT FURNISHED INFORMATION/GOVERNMENT FURNISHED EQUIPMENT**

DAU will provide the contractor with access to existing courseware, the AtlasPro Product Suite, all existing documentation, and all the associated components of the LMS environment necessary to perform this Task Order.

#### **10.9 REQUIREMENTS FOR HANDLING INFORMATION**

##### **10.9.1 General Information**

Access to classified information will not be required in performance of this Task Order. Contractor personnel shall comply with all operational security (OPSEC) requirements defined by the DOD and Defense Acquisition University or Ft. Belvoir Security Plans.

All contractor personnel assigned to the task order who have access to DAU networks must have a "Public Trust Certificate" on file in order to be issued a Common Access Card (CAC) to access the DAU network.

Contractor personnel assigned to this task order must have a favorable National Agency Check (NAC).

Contractor personnel must meet standard DAU contractor security requirements for access to DAU network systems. Contractor personnel shall observe DAU automated information system security policies and procedures. The policies and procedures are obtained from a variety of sources to include the Army, DoD CIO, DISA and JTF-GNO. Some of the guidelines are listed in section 1.1.2 DOD References.

The Government will evaluate violations of security policy (e.g., password sharing, misuse of personal information, file access violations or browsing files outside the scope of the contract) on a case-by-case basis. The Government will not permit access to DAU systems or data unless pre-approved by DAU security and DAU personnel.

Contractors will not remove or copy DAU databases or files with Personal Identifiable Information (PII) to any contractor owned/operated networks or systems. Only backup and restores between the various LMS environments hosted on DAU Networks will be permitted (i.e. from the DAU Production database to the COOP site database.) Contractors must contact the DAU Information Assurance office to obtain DAU security policies and procedures.

The contractor shall notify the COR and DAU Project Manager, within 24 hours, when for reasons of personnel resignation, reassignment, termination, or completion of portions of the contract, Task Order contractor personnel no longer require access to Government computers.

#### **10.9.2 DOD References:**

- a. DoD Directive 5200.1-R (Information Security Program)  
<http://www.dtic.mil/whs/directives/corres/pdf/520001r.pdf>
- b. DoD Directive 5200.2-R (Personnel Security Program)  
<http://www.dtic.mil/whs/directives/corres/html/520002.htm>
- c. DoD Directive 8500 Series (DoD Information Assurance (IA) Policy and Implementation)
- d. CJCSM 6510.01 (Information Assurance (IA) and Computer Network Defense(CND))  
[http://www.dtic.mil/cjcs\\_directives/cdata/unlimit/6510\\_01.pdf](http://www.dtic.mil/cjcs_directives/cdata/unlimit/6510_01.pdf)
- e. DoDI 8510.01 (Department of Defense Information Assurance Certification and Accreditation Process (DIACAP). <http://www.dtic.mil/whs/directives/corres/pdf/851001p.pdf>
- f. DoDI 8552.01 (Use of Mobile Code Technologies in DoD Information Systems)

- g. Various Security Technical Implementation Guides (STIGS) from DISA, NSA or NIST as appropriate.

**10.9.3 Defense Acquisition References:**

- a. DAU Directive 303 – Information Systems Security
- b. DAU Directive 304 – Information Systems Usage
- c. DAU Software & Hardware Certification, Accreditation and Vulnerability Assessment

**10.9.4 Requirements for a DAU Network Account:**

- a. DD Form 2875 – System Authorization Access Request (SAAR)
- b. DD Form 1172-2 – Application For Department Of Defense Common Access Card
- c. SECTION 508 INFORMATION: 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.section508.gov>

**11.0 CONTRACTOR PERSONNEL**

The Contractor shall provide and maintain qualified personnel that have the requisite technical skills, know-how, and experience, together with the supervision, management and administrative services necessary to successfully meet Government requirements.

**11.1 Task Order Manager (key position)**

The Contractor shall name one person on the contractor staff to be the Task Order Manager, who shall serve as the Government's technical point of contact for this TO. The Contractor's Task Order Manager shall manage and oversee the work of the contractor project personnel and activities associated with this TO in accordance with PWS Sections 6.0 & 7.0 and the government-approved Project Management Plan (PMP). The Task Order Manager shall also work with GSA and DAU to manage risk and facilitate project success.

**11.2 Key Personnel**

The contractor shall identify key personnel for those positions that are integral to the successful support of this TO. Personnel fulfilling key personnel positions are considered integral and indispensable to this task order and although the government recognizes that the contractor cannot compel any individual to remain under its employment, the contractor shall not remove or replace key personnel without advance written approval of the GSA CO. In the event that a key person becomes unavailable, the contractor shall furnish a substitute in accordance with the Substitution of Key Personnel requirements below.

Key personnel on this Task Order include:

- Task Order Manager – this individual shall be the primary point of contact for this TO.
- To Be Determined, based on key positions identified in the Contractor's staffing plan

**11.2.1 Substitution of Key Personnel**

The contractor shall not allow substitute key personnel during performance unless the contractor notifies the GSA CO in writing of the proposed substitution request, with a copy to the GSA COTR and DAU POC. A request for substitution of key personnel shall include the following:

- an explanation of the circumstances necessitating the proposed change,

- a complete resume for the proposed substitute, and
- any other information requested by the Government to validate the proposed substitution.

The request for substitution shall be submitted at least ten (10) working days in advance of making a key personnel change. Such substitutions are subject to approval of the GSA CO.

Proposed substitutes shall have qualifications that are equal to or higher than the qualifications of the person(s) to be replaced.

#### **11.2.2 Government Review of Key Personnel Substitutions**

The GSA CO or an authorized representative will evaluate such requests and notify the contractor of approval or disapproval within 10 business days following receipt of the substitution request.

#### **11.3 Contractor Training**

Training of contractor personnel shall be performed by the contractor at the contractor's own expense. Training at Government expense will not be authorized for replacement personnel or for the purpose of keeping contractor employees abreast of advances in the state-of-the-art or for training contractor employees on equipment, computer languages, and computer operating systems that are available on the commercial market.

#### **11.4 Contractor Conduct**

Meetings and travel schedules may be coordinated by GSA, DAU, or the contractor. The contractor shall take contractual direction from the GSA Contracting Officer (CO); and receive technical guidance from the GSA COTR/designated DAU POCs. The contractor shall not engage in any technical redirection of the scope without proper authorization from the GSA CO.

The GSA Contracting Officer resolves *work and scope* issues and resolves problems pertaining to those issues. All requests received by the contractor from DAU for work outside the scope of the work described in this task order shall be directed to the GSA CO and GSA COTR for resolution and not acted upon by the contractor without direction from the GSA CO or GSA COTR.

Problems relating to the task order or problems relating to executing the contract in its entirety, whether technical, financial or administrative, shall be resolved between the GSA CO and the contractor.

#### **11.5 Contractor Coordination with Other DAU Contractors & Agencies**

DAU may enter into contracts or agreements with other contractors (i.e., "Associate Contractors") and Government agencies performing DAU support efforts in order to satisfy needs separate from the work to be performed under this TO, yet having connections or interfaces with this TO. As such, portions of the effort of this task order will require coordination and working toward solutions with associate contractors and Government agencies performing DAU support efforts. The contractor should expect to come in contact with and coordinate efforts at times with other DAU support contractors. Examples of these support teams include: Information Technology team, Student Information Systems and business analysis team, learning assets developers, and knowledge management team. When such interface points arise, the Contractor is expected to establish collaborative, professional relationships with associate contractors and external agency personnel. Information or deliverables may, at the discretion of the Government, be provided to such other contractor(s) for the purpose of such collaboration.

Where the Contractor and an associate contractor fail to agree upon action to be taken in connection with their respective responsibilities, each Contractor shall promptly bring the matters to the attention of the cognizant Contracting Officer and furnish recommendations for a solution. The Contractor shall not be relieved of its obligations to provide support and make timely deliveries or be entitled to any other adjustment because of a failure to promptly refer matters to the CO or because of failure to implement CO directions. Compliance with this requirement is included in the contract price and shall not be a basis for equitable adjustment.

## 12.0 CLAUSES

### 12.1 DATA RIGHTS

All software and documentation developed, updated, and improved by contractor as part of this Task Order shall remain Government property. Software, documentation, and user information supplied to the contractor for access purposes shall be returned to the Government. The contractor shall ensure that all information submitted to the Government is accurate and up-to-date.

### 12.2 INVOICING

The Period of Performance (POP) for each invoice *shall* be for one calendar month. The contractor *shall* submit only one invoice per month per order/contract. The appropriate GSA office will receive the invoice by the **fifteenth** calendar day of the month after either:

- (1) The end of the invoiced month (*for services*) or
- (2) The end of the month in which the products (*commodities*) or deliverables (*fixed-priced services*) were delivered and accepted by the Government.

For Labor Hour and Time and Material orders/contracts each invoice *shall* show, the skill level category, the hours worked per skill level, the rate per skill level and the extended amount for that invoice period. It *shall* also show the total cumulative hours worked (inclusive of the current invoice period) per skill level, the hourly rate per skill level, the total cost per skill level, the total travel costs incurred and invoiced, and the total of any other costs incurred and invoiced, *as well as* the grand total of all costs incurred and invoiced.

For Labor Hour and Time and Material orders/contracts each invoice *shall clearly indicate* both the current invoice's monthly "burn rate" and the total average monthly "burn rate".

The contractor *shall submit* all required documentation (unless exempted by the contract or order) as follows:

For Travel: Submit the traveler's name, dates of travel, location of travel, and dollar amount of travel.

For ODCs: Submit a description of the ODC, quantity, unit price and total price of each ODC.

For CAF: Include a separate line item for the CAF to be billed on a monthly basis at the established rate of  $\frac{3}{4}$  of a percent applied against total monthly billings.

**Note:** The Government reserves the right to audit, thus; the contractor shall keep on file all backup support documentation for travel and ODCs.



**Note:** For Firm Fixed Price, Labor Hour, and Time and Material fiscal task items:

Charges:

- All invoice charges must be task item specific (only one task item) unless concurrent task item periods of performance exist.
- For invoices with concurrent task item periods of performance all invoice charges must be service month specific (that is one service month only).

Credits:

- If the credit invoice is for the same year of a particular ACT#, the contractor shall include that credit on a subsequent invoice submission against that same ACT#. If the contractor is unwilling to offset a subsequent invoice then they must submit a refund check.
- When the credit invoice is for a different year, the contractor shall submit a refund check for that credit invoice.

Invoices that net to a credit balance SHALL NOT be accepted. Instead a refund check must be submitted by the contractor to GSA accordingly. The refund check shall cite the ACT Number and the period to which the credit pertains. The contractor shall provide the credit invoice as backup documentation. Do not attach credit invoice in ITSS or on the Finance website. It must be attached to the refund check. The refund check shall be mailed to:

General Services Administration  
Finance Division  
P.O. Box 70965  
Charlotte, NC 28272-0965

**Posting Acceptance Documents:** Invoices shall initially be submitted monthly through GSA's electronic Web-Based Order Processing System, currently ITSS, to allow the client and GSA COTR to electronically accept and certify services received by the CR. Included with the invoice will be all backup documentation required such as, but not limited to, travel authorizations and training authorizations (including invoices for such).

**Receiving Agency's Acceptance:** The receiving agency has the following options in accepting and certifying services;

- a. Electronically: The client agency may accept and certify services electronically via GSA's electronic Web-Based Order Processing System, currently ITSS, by accepting the Acceptance Document generated by the contractor. Electronic acceptance of the invoice by the CR is considered concurrence and acceptance of services. **NOTE: The Government's preference is that receiving agency's acceptance is conducted electronically.**
- b. On Paper Copy: The client agency may accept and certify services by providing written acceptance with the signature of the authorized client representative and the date of acceptance.

Electronic and/or written acceptance of the invoice by the CR is considered concurrence and acceptance of services. Regardless, of the method of acceptance the contractor shall seek acceptance and electronically post the acceptance document in GSA's electronic Web-based Order Processing System,

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currently ITSS. (Written acceptances will be posted as an attachment along with any other supporting documentation.) After acceptance of the invoice by the CR, the Contractor shall submit a proper invoice to GSA Finance not later than five (5) workdays after acceptance by the Government of the product, service, and/or cost item.

**Note:** The acceptance of the authorized agency customer representative is REQUIRED prior to the approval of payment for any invoice submitted. Although this acceptance may occur in two ways, electronically or in paper copy, at least shall be obtained prior to the approval of payment. In order to expedite payment, it is *strongly recommended* that the contractor continue to include the receiving agency's WRITTEN acceptance of all the services or products delivered, with signature of the authorized agency customer representative and the date of acceptance, as part of the submission documentation.

**Note:** If any invoice is received without the required documentation and, (A) the customer's signed written acceptance OR (B) the customer's electronic acceptance, the invoice shall be rejected in whole or in part as determined by the Government.

**Posting Invoice Documents:** Contractors shall submit invoices to GSA Finance for payment, after acceptance has been processed in GSA's electronic Web-Based Order Processing System, currently ITSS. The contractor has the option of posting the invoice on GSA's Ft. Worth web site, [www.finance.gsa.gov/defaultexternal.asp](http://www.finance.gsa.gov/defaultexternal.asp) or mail to the address shown on BLOCK 24 of the GSA FORM 300. **NOTE: Only use one method of submission, web site or regular U.S. mail, but not both.**

**U.S. Mailing Address:**

Finance Operations and Disbursement Branch (BCEB)  
299X  
PO Box 219434  
Kansas City, MO 641219434  
United States

**Content of Invoice:** The contractor's invoice will be submitted monthly for work performed the prior month. The contractor may invoice only for the hours, travel and unique services ordered by GSA and actually used in direct support of the client representative's project. The invoice shall be submitted on official letterhead and shall include the following information at a minimum.

1. GSA Task Order Number
2. Task Order ACT Number
3. Remittance Address
4. Period of Performance for Billing Period
5. Point of Contact and Phone Number
6. Invoice Amount
7. Skill Level Name and Associated Skill Level Number
8. Actual Hours Worked During the Billing Period
9. Travel Itemized by Individual and Trip (if applicable)
10. Training Itemized by Individual and Purpose (if applicable)
11. Support Items Itemized by Specific Item and Amount (if applicable)

**Final Invoice:** Invoices for final payment must be so identified and submitted within 60 days from task completion and no further charges are to be billed. A copy of the written acceptance of task completion

must be attached to final invoices. The contractor shall request from GSA an extension for final invoices that may exceed the 60-day time frame.

The Government reserves the right to require certification by a GSA COTR before payment is processed, *if necessary*.

**Close-out Procedures.**

**General:** The contractor shall submit a final invoice within sixty (60) calendar days after the end of the Performance Period. After the final invoice has been paid the contractor shall furnish a completed and signed Release of Claims (GSA Form 1142) to the Contracting Officer. This release of claims is due within fifteen (15) calendar days of final payment.

**12.3 ACCEPTABLE SKILL LEVEL VARIATION IN SEVERABLE LABOR HOUR/TIME & MATERIAL ORDERS**

The contractor may exceed the total number of labor hours per awarded skill level per base or option period, to a limit of 15% as long as the total task order obligated dollar amount per that base or option period is not exceeded, and as long as the contractor maintains an acceptable level of effort throughout the required period of performance. *The contractor is not authorized to add new skill level categories or vary between levels within the same labor category without approval of the Government, formalized in a signed modification by the contracting officer.*

**12.4 LIMITATION OF FUNDS**

When applicable, FAR Clause 52.232-22, applies to this Task Order on a Contract Line Item Number (CLIN) basis. The notification required by the subject clause on the part of the contractor shall be made in writing to the Contracting Officer. If, after notification, additional funds are not allotted, and upon written notification from the Contracting Officer the contractor shall deliver to the Contracting Officer all data collected and material produced, in process or acquired, in connection with the performance of the Task Order together with a summary report of its progress and accomplishments to date.

**12.5 SECTION 508 COMPLIANCE**

All Electronic and Information Technology (EIT) products and services shall comply fully with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR 1194. The Contractor shall identify all EIT products and services, identify the technical standards applicable to all products and services and state the degree of compliance with the applicable standards. The contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor when recommending or using commercial products must identify issues and challenges that may impact workforce accessibility and provide a risk assessment. The Contractor must ensure that the list is easily accessible.

DAU Web Accessibility Guidelines provides the DAU specific requirements for Section 508 based on CFR 1194. Products delivered to DAU shall include a Section 508 compliance report that documents contractor tests using DAU approved tools and processes.

The Contractor must ensure that all EIT products and services that are less than fully compliant are offered pursuant to extensive market research, which ensures that they are the most compliant products available to satisfy the solicitation's requirements. If any such EIT product or service is not fully

compliant with all of the standards, the Contractor shall specify each specific standard that is not met; provide a detailed description as to how the EIT product or service does not comply with the identified standard(s); and shall also indicate the degree of compliance.

**12.6 Personal Identity Verification of Contractor Personnel.**

(a) The Contractor will comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor will insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

**12.7 Non-Disclosure.**

All contractor or subcontractor employees working on this task order and owners shall execute confidentiality and non-disclosure agreements provided by the government. (**Attachment C**).

**12.8 Limitation of Liability - Incremental Funding.**

This task may be incrementally funded. The following clauses are applicable.

This task order is incrementally funded and the amount currently available for payment hereunder is limited to \$ (to be determined). Subject to the provisions of the clause entitled "Limitation of Funds - Labor Hour Contract", no legal liability on the part of the Government for payment in excess of \$ (to be determined) will arise unless additional funds are made available and are incorporated as a modification to this task order.

**LIMITATION OF FUNDS - LABOR HOUR/TIME AND MATERIAL CONTRACT**

(a) The parties estimate that performance of this contract will not cost the Government more than the estimated cost specified in the task order. The Contractor agrees to use its best efforts to perform the work specified in the task order and all obligations under this contract within the estimated cost.

(b) The task order specifies the amount presently available for payment by the Government and allotted to this contract, the items covered, and the period of performance, it is estimated the allotted amount will cover. The parties contemplate that the Government will allot additional funds incrementally to the contract up to the full estimated cost to the Government specified in the task order. The Contractors agrees to perform, or have performed, work on the contract up to the point at which the total amount paid and payable by the Government under the contract approximates but does not exceed the total amount actually allotted by the Government to the contract.

(c) The Contractor will notify the Contracting Officer in writing whenever it has reason to believe that the costs it expects to incur under this contract in the next 60 days, when added to all costs previously incurred, will exceed 75 percent of the total amount so far allotted to the contract by the Government. The notice will state the estimated amount of additional funds required to continue performance for the period specified in the task order.

(d) Sixty days before the end of the period specified in the task order, the Contractor will notify the Contracting Officer in writing of the estimated amount of additional funds, if any, required to continue timely performance under the contract or for any further period specified in the task order or otherwise agreed upon, and when funds will be required.

(e) If, after notification, additional funds are not allotted by the end of the period specified in the task order or another agreed-upon date, upon the Contractor's written request the Contracting Officer will terminate this contract on that date in accordance with the provisions of the Termination clause of this contract. If the Contractor estimates that, the funds available will allow it to continue to discharge its obligations beyond that date, it may specify a later date in its request and the Contracting Officer may terminate this contract on that later date.

(f) Except as required by other provisions of this contract, specifically citing and stated to be an exception to this clause –

(1) The Government is not obligated to reimburse the Contractor for costs incurred in excess of the total amount allotted by the Government to this contract; and

(2) The Contractor is not obligated to continue performance under this contract (including actions under the Termination clause of this contract) or otherwise incur costs in excess of the amount then allotted to the contract by the Government until the Contracting Officer notifies the Contractor in writing that the amount allotted by the Government has been increased and specifies an increased amount, which will then constitute the total amount allotted by the Government to this contract.

(g) No notice, communication, or representation in any form other than that specified in subparagraph (f)(2) above, or from any person other than the Contracting Officer, will affect the amount allotted by the Government to this contract. In the absence of the specified notice, the Government is not obligated to reimburse the Contractor for any costs in excess of the total amount allotted by the Government to this contract, whether incurred during the course of the contract or as a result of termination.

(h) When and to the extent that the amount allotted by the Government to the contract is increased, any costs the Contractor incurs before the increase that are in excess of the amount previously allotted by the Government will be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice and directs that the increase is solely to cover termination or other specified expenses.

(i) Change orders will not be considered an authorization to exceed the amount allotted by the Government specified in the task order, unless they contain a statement increasing the amount allotted.

(j) Nothing in this clause will affect the right of the Government to terminate this contract. If this contract is terminated, the Government and the Contractor will negotiate an equitable distribution of all property produced or purchased under the contract, based upon the share of costs incurred by each.

## 12.9 FAR CLAUSES

- FAR 52.217-9 Option to Extend the Term of the Contract
- FAR 52.204-9 Personal Identity Verification of Contractor Personnel
- FAR 52.232-18 Availability of Funds (Apr 1984)
- FAR 52.232-19 Availability of Funds for the Next Fiscal Year (Apr 1984)
- FAR 52.232-22 Limitation of Funds
- FAR 52.224-1 Privacy Act Notification & FAR 52.224-2 Privacy Act
- FAR 52.227-14 Rights In Data-General
- FAR 52.237-3 Continuity of Services
- FAR 52.239-1 Privacy or Security Safeguards (Aug. 1996)
- FAR 52.452-5 Government Property

#### ATTACHMENT A - GLOSSARY

ACC	Acquisition Community Connection
ACE	American Council on Education
ADL	Advanced Distributed Learning
AICC	
AKSS	AT&L Knowledge Support Systems
API	Application Program Interface
AT&L	Acquisition, Technology and Logistics
ATLASPRO	DAU LMS, also ATLASPRO PRO
ATRRS	Army Training Requirements and Resources System
CAC	Common Access Card
CD	Center Director
CD-ROM	(also "CD") Compact Disk – Read Only Memory
CDSC	Curriculum Development and Support Center
CL	Continuous Learning
CLC	Continuous Learning Center
CMM	Capability Maturity Model
CO	Contracting Officer
COOP	Continuity of Operations
COR	Contracting Officer's Representative
COTR	Contracting Officer's Technical Representative
COTS	Commercial Off the Shelf (usu. Software)
DAPC	Defense Acquisition Policy Center (DAPC)
DAU	Defense Acquisition University
DAG	Defense Acquisition Guidebook
DCPDS	36
DEERS	Dependents Enrollment Eligibility Reporting System
DFAS	Defense Finance Accounting Service
DL	Distance Learning
DoD	Department of Defense
DTD	Data Transfer Document
EIT	Electronic and Information Technology
ELTC	e-Learning Technologies and Support Center
EPSS	Electronic Performance Support System
FAI	Federal Acquisition Institute
FAR	Federal Acquisition Regulations
FB	Fort Belvoir
FOLE	Facilitated Online Learning Environment
FTE	Full Time Equivalent (personnel)
FTP	File Transfer Protocol
HTML	HyperText Markup Language

IASO	Information Assurance Security Officers
IAW	In accordance with
IDS	Intrusion Detection System
IEEE	
ISD	Instructional System Design
IMS	
IPR	In-Progress Review
ISSC	Information Services Support Center
IP	Internet Protocol
IS	Information Systems
IT	Information Technology
JTR	Joint Travel Regulations
KM	Knowledge Management
LAN	Local Area Network
LEADR	Learning Asset Digital Repository
LCMS	Learning Content Management System
LMS	Learning Management System
MBPS	MegaBytes per second
MSR	Monthly Status Report
NCR-DOIM	National Capital Area - Directorate of Information Management
NIPRNET	Non-secure Internet Protocol Router Network
NOS	Network Operating System
NSOC	Network & Security Operations Center
O&M	Operations & Maintenance
OPS	Operations
OSD	Office of the Secretary of Defense
PD	Program Directors
PLM	Performance Learning Model
PNR	Problem Notification Report
POC	Point of Contact
PPBES	Planning, Programming, Budgeting, and Execution System
PSP	Performance Surveillance Plan
RDT	Rapid Deployment Training
SCO	Sharable Content Objects
SCORM	Sharable Content Objects Reference Model
SME	Subject Matter Expert
SSL	Secure Socket Layer



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STARS            Student Tracking and Registration System  
SUMTOTAL       Name of DAU LCMS

VPN             Virtual Private Network

WAN            Wide Area Network

WBT            Web Based Training

WPLT           Workflow Performance Learning Tool

WWW           World Wide Web

**ATTACHMENT B – Template of the Incident Response & Notification Matrix**

**SAMPLE INCIDENT RESPONSE & NOTIFICATION MATRIX**

Type of Incident	Priority Level	Impact on Operations/ End Users	Notification Time	Maximum Resolution Time	Resolution Procedures	Notification Procedures
Major Incident	Level 1	System is unavailable; site down; IA or data security violation	30 Min Core Business Hours; 2 Hours Outside Core Hours	___ hours	Analyze incident and identify immediate steps/process to eliminate issue. Determine recommendations or system changes for long-term elimination of root cause & implement per Gov't. Issue requires continuous focus of management and support team until resolved or reclassified to a lower level.	Designated Govt POCs to be notified immediately by email and telephone.  Report event details on MSR.
	Level 2	Multiple users on site(s) unable to perform all necessary functions/business operations; affected users have limited capability; business process outcomes impaired.	___ hours	___ hours	Analyze incident and recommend actions or system changes to eliminate issue.  Issue requires ongoing tracking by management and support team until resolved or reclassified to a lower level.	Designated Govt POCs to be notified within 2 hours by email.  Report event details on MSR.
Service Problem	Level 3	All functions available but limited capacity to host users; reduced system performance; site running on secondary connection.	___ hours	___ hours	Analyze incident and recommend actions or system changes to eliminate issue.	Report in data summary on MSR.
Routine Problem	Level 4	Limited number/definable cohort of users affected; non-critical functions affected; users able to perform most functions	___ hours	___ hours	Follow standard processes for handling a routine ticket per Gov't prioritization.	Report in data summary on MSR.